

# Working together for members

## Blue Shield of California and Allied Pacific IPA

Blue Shield of California and Allied Pacific IPA have teamed up to work toward a better experience for our members. We're working together to create better coordination and communication among our members' health plan, doctors and hospitals. Together, we're helping to provide members with best-practice, clinical care that is more personalized and easier to access.

### About Allied Pacific IPA

Allied Pacific IPA is committed to providing quality and patient-centered medical care through:

- An extensive network of healthcare professionals
- Improving the standards of medical practices through quality improvement
- Harnessing resources to meet healthcare needs with compassion and efficiency

At Allied Pacific IPA, our vision is to transform from a physicians group into an integrated health system providing the best healthcare services to our community.

trio<sup>HMO</sup>

Part of **Blue Shield's Trio ACO HMO Network**, focused on delivering choice, affordability, and coordinated care. Learn more at [blueshieldca.com/trio](https://blueshieldca.com/trio).

## Access and convenience

### Allied Pacific IPA makes it easy to access care when you need it.

- Award-winning medical group with a comprehensive network of more than 700 primary care physicians (PCPs) and 1,000 specialists throughout Los Angeles County.
- Convenient after-hours and urgent care centers located near members' workplaces and homes. These facilities offer extended hours and weekend access and provide an alternative to emergency room visits for non-emergency care.
- Multilingual patient advocate and customer service representatives help patients navigate the system.

## Service and support

### Our facilities, programs and services provide extra health and wellness support.

- Advanced specialized programs include Chronic Disease Management Program, Hospitalist Program and Palliative Care Program.
- Excellent customer service and health coach member outreach services are available by calling (888) 888-7472.
- Members may access NurseHelp 24/7<sup>SM</sup> through their Blue Shield plan at (877) 304-0504.
- Case management and complex care management can assist members in coordinating their healthcare needs.
- Innovative outpatient surgical centers feature state-of-the-art equipment for patient care.
- Allied Pacific Healthcare City offers all the essential outpatient, diagnostic and specialized health services in a single convenient location.

Visit [www.AlliedIPA.com](http://www.AlliedIPA.com) for details on the range of services, information and programs available.

## Urgent care centers

For an urgent, but non-life-threatening health concern, urgent care is often a convenient alternative to the emergency room. For business hours, please contact each center. For all life-threatening emergencies, please call 911.

### Allied Pacific urgent care locations

<b>Arcadia</b> AP Urgent Care (626) 282-0252	<b>Monterey Park</b> AP Urgent Care (626) 282-0261	<b>Los Angeles - Chinatown</b> AP Urgent Care (626) 282-2693
<b>City of Industry</b> AP Urgent Care (626) 282-0255		

### Contracted after-hours and urgent care locations

<b>Chino</b> Total Care Walk-In Clinic (909) 591-8200	<b>Long Beach</b> AME Medical Group (562) 444-0022	<b>Upland</b> Advanced Medical & Urgent Care (909) 981-2273
<b>Downey</b> AME Medical Group (562) 923-6060	<b>Los Angeles (Downtown LA)</b> Reliant Urgent Care (310) 491-7070	<b>West Covina</b> Zumaya Healthcare (626) 899-4573
<b>El Monte</b> U.S. Healthworks Urgent Care (626) 407-0310	<b>Los Angeles (LAX area)</b> Reliant Urgent Care (310) 215-6020	<b>West Covina</b> Smart Clinic Urgent Care (626) 581-1000
<b>Huntington Park</b> Reliant Urgent Care (310) 491-7080	<b>Montebello</b> Reliant Urgent Care (626) 467-0202	<b>Whittier</b> After Hours Medical Group, Inc. (562) 945-2128
<b>La Mirada</b> Imperial Primary Care Medical Group (562) 902-3000	<b>Monterey Park</b> MD After-Hour Care Center: (626) 280-3651	

### Outpatient surgical centers

<b>Alhambra</b> Advanced Diagnostic & Surgical Center (626) 308-9000	<b>City of Industry</b> Concourse Diagnostic & Surgical Center (626) 965-3880
Pacific Ambulatory Surgery Center (626) 656-1285	

## PREFERRED HOSPITAL AFFILIATION\*

- AHMC – San Gabriel Valley Medical Center
- AHMC – Garfield Medical Center

## LANGUAGES

Multilingual doctors and staff that speak your language: English, Chinese, Spanish, Vietnamese and more.

## HEALTHCARE PROVIDERS

Allied Pacific IPA is a multi-specialty group of private-practice, independent physicians with more than:

- 700 primary care physicians; and
- 1,000 specialists to serve members' healthcare needs.

To search for a provider, visit [www.AlliedIPA.com](http://www.AlliedIPA.com).

\* Preferred hospitals shown are part of the Trio network providing coordinated care to members. To search for affiliated hospitals, please visit [blueshieldca.com/fap](http://blueshieldca.com/fap).

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