

AN IMPORTANT MESSAGE REGARDING ACCESS TO MEDICAL CARE

Dear Subscriber:

Family Practice Medical Group of San Bernardino, Inc. has been providing high quality care to the residents of the Inland Empire since 1980. Our Primary Care Physicians and our business office are available Monday through Friday during regular business hours (8:30 a.m. to 5:00 p.m.). One of our physicians is always on-call to address medical problems (or to answer your health questions) which may occur while your physician is away or for medical problems which may arise after regular business hours or on the weekends.

In the event you experience a **life threatening emergency, you should call 911 or go to the nearest hospital.** For less urgent problems, we request that you contact your physician so that we may direct you to the best facility for your needs. Should you have the need for urgent care after regular office hours, on weekends, or holidays, simply dial your Primary Care Physician's phone number and your call will be forwarded to our on-call physician. Our on-call physician will respond promptly and assist you in getting the care that you need.

Our physicians will direct you to the correct facility to expedite your care after hours and on weekends. FPMG does not utilize the Fontana or Highland Urgent Care Center operated by CHW. Please Call Your Doctor for instructions!

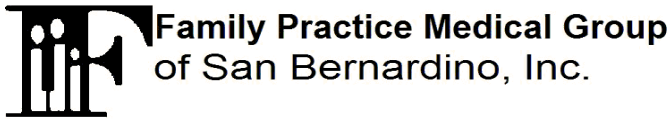
Here are some important tips to ensure that you receive expedient, high quality medical care:

- Always take your insurance card with you when you access medical services
- Be prepared to pay your co-pay at the time of service
- In the event that you are hospitalized outside of St. Bernardine Medical Center, please contact us as soon as possible, so that we may coordinate your care.
- Please review your insurance booklet for pharmacy benefits information

If you have any questions regarding your entitlement to specific services under your pre-paid insurance plan, please call our Member Services Staff at (909) 883-8966 or TTY 711 for the hearing impaired. If you have **questions about Policies and Procedures or Criteria used for utilization decision making** ask for Utilization Review at the same number. Our administrative staff is authorized to accept collect calls during normal business hours. Staff is available after hours to answer UM process and benefit questions.

Your new physician **will provide a copy of your Member Rights and Responsibilities** at your first visit upon request. If you have a **complaint or grievance concerning your care, you may contact FPMG for necessary forms, obtain them from your PCP or health plan, or obtain them on our website. There are no financial incentives that would encourage your doctor to deny coverage to you. There are no restrictions to discourage providers from discussing any treatment option available regardless of your benefits.**

Please contact our Administrative Office at (909) 883-8966 or our website at www.fpmgrp.org for biographical information and office addresses of our Primary Care Providers if needed. Also, you will find useful information regarding preventive health, caring for family, and enrollment in our Case Management Program on our website.



FPMG has a wide range of specialty physicians available to you. Through your pre-paid insurance plan through Family Practice Medical Group, **you must obtain a referral from you Primary Care Provider (PCP) before seeing most specialists.** Please contact your PCP's office for further details regarding prior authorization, specialty care, and hospital services.

If you have a Worker's Compensation claim or injury, please notify your PCP of your status.

If you are injured accidentally (example: automobile accidents), please contact your PCP's office.

Our office will contact you to assist you in transitioning to FPMG by sending you a request for medical records release from your previous physician. We utilize many measures to protect your health information.

Notification of Privacy Rights are also available by request from this or your PCP's office or on our website.

All laboratory testing is performed by Laboratory Corporation of America (LabCorp). LabCorp is located in the professional building adjacent to St. Bernadine Medical Center, at 399 E. Highland Avenue in Suite #517. You may incur costs if you choose to go elsewhere. We believe that they are the best!

FPMG includes all Members in our Case Management Program. Please call for more information if you or a family member is in need of assistance. You are automatically eligible if you are a Medicare Advantage Member (others may qualify also). Please call for more information. A brief questionnaire from our Case Management Department includes assessments of: initial health status, review of your history including medications, your activities of daily living, mental health status, life planning, cultural & language needs, caregiver resources, available benefits, development of a plan with goals, identification of barriers, scheduled follow up, development of self management, and review of progress. You may Opt Out if you are not interested in this service. Your PCP may also assist you.

You may receive information about our Advanced Directive Policy from your Primary Care Physician.

Important: Can you read this letter? If not, we can have somebody help you read it. You may be able to get it in your language. Please call 1- (909) 883-8966.

Importante: Puede leer esta carta? Si no, nosotros le podemos ayudar a leera. Ademas, usted puede recibir esta carta escrito en su propio idioma. Telefono (909) 883-8966.

On behalf of our physicians and administrative staff we would like to thank you for choosing Family Practice Medical Group of San Bernardino, Inc. as you provider group.

Sincerely,

The Physicians and Administrative Staff of Family Practice Medical Group of San Bernardino, Inc.