



Welcome!



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What to Do in an Emergency

If you believe you need emergency medical care for a life-threatening condition, you should immediately do one of the following:

- Call 911 *or*
- Go to the nearest hospital emergency room

When an emergency situation arises, you may – *only if time permits* – contact your PCP's office to prescribe, authorize and/or direct your health care. However, if you face an emergency, do not hesitate to go to the nearest emergency room for treatment or call 911.

You should contact your PCP within 24 to 48 hours – or as soon as possible after receiving emergency treatment. Your PCP will provide or help arrange for follow-up care, if needed.

Welcome!



SEAVIEW IPA

Founded in 1991, SeaView IPA is West Ventura County's leading Independent Physician Association. We are a network of 300+ private practice physicians and specialists — all dedicated to providing highly responsive, personal and quality care to our community.

The first step you will take as a new SeaView IPA member is to select a Primary Care Physician (PCP). Your PCP is your primary caregiver, medical advisor and coordinator of specialty care. SeaView IPA and your PCP work as a team to help ensure that you receive the best possible care.

Please contact our Member Services staff if you have any questions about selecting your PCP, your health plan benefits, referral authorizations or any other issues. Our staff is local, caring, and highly skilled – and dedicated to meeting your healthcare needs.

Sincerely,

SeaView IPA

We're Here to Help!

SeaView IPA Member Services
(805) 988-5188
(877) 311-5411 (*toll free*)
(888) 877-5378 (*hearing impaired*)
Hablamos Espanol
memberservices@svipa.com
www.svipa.com

Your SeaView IPA Doctor and You

Leading Your Medical Team

Your Primary Care Physician (PCP) directs the overall medical care for you and your family. As you need healthcare services, your PCP coordinates your healthcare and maintains your medical records.

In addition, as your PCP gets to know you and your personal healthcare needs, he or she may refer you to other doctors for specialty care. Please refer to the Specialty Care section of this handbook to learn more about how to access our network of specialty care services.

Getting to Know Your PCP

You don't need to wait to see your PCP until you need treatment. In fact, we recommend that you call and set up an initial appointment for a first visit. Your PCP will talk to you about your medical history, medications, medical issues or any concerns you may have.



Preventive Health – Keeping You Healthy

SeaView IPA provides preventive health services to help maintain your health and promote early detection of any health-related issues or disease. We strongly encourage you to work with your PCP to obtain routine physicals, preventive screenings and any recommended immunizations.

Payments

Your medical services are coordinated and paid for directly through SeaView IPA or your health plan. You are only responsible to pay for your co-pay, deductibles (if any) and any non-covered services based on your health plan's covered benefits. In the event that you receive a bill from a physician or outpatient provider, please contact SeaView IPA's Member Services team at (805) 988-5188.

Specialty Care

Your Primary Care Physician (PCP) manages all of your healthcare needs. If your PCP feels you need care from a specialist, you will be referred to one of the doctors in our SeaView IPA network.

OB-GYN Referrals

Female patients of all ages may go to one of our OB/GYN specialists for routine, ongoing care – without a referral from their PCP. You may select your OB/GYN from our list or ask your PCP for a recommendation.

If you are – or become – pregnant, your OB/GYN will care for you throughout your pregnancy and delivery.

Services that Require Pre-Authorization

Once your PCP determines that you need care from a specialist, he/she will submit a pre-service authorization request to us. If you have already seen the specialist, he/she may submit a pre-service authorization request directly to us for continued care and/or additional tests.

Our Authorizations team, along with a Physician Reviewer, will review your physician's request – taking into consideration your medical condition, treatment needs and other pertinent issues. They will also review your health plan's benefits, and any conditions that must be met as well as any exclusions and limitations that may apply.

Authorization decisions are based on nationally recognized, objective standards, criteria and guidelines, which have been developed from sound medical evidence. **Please note: if your health plan does not cover the services that have been requested, we do not have the authority to approve them.**

Once a decision is made, you will be notified in writing. If you have any questions about a review decision, or wish to obtain information about the review of the request, please contact SeaView IPA's Member Services team at (805) 988-5188.

Urgent and Emergency Medical Care

If you need immediate medical attention but it's not an emergency, contact your Primary Care Physician's (PCP) office to make an appointment. Same day appointments with your PCP for urgent needs are generally available.

On-Call Physicians/24-7

If you have an urgent medical need and your PCP's office is closed, all of our PCP's have physicians on-call – after hours, on weekends and holidays. If time permits, call your PCP's office and you will be connected directly with the on-call physician, who will provide medical advice and instructions about how to manage your condition.

If necessary, the on-call physician will direct you to the nearest Urgent Care Center contracted with SeaView IPA or an Emergency Room – depending on your medical condition.

Urgent Care

If you need immediate medical attention but it's not an emergency – and it is after office hours, or on weekends or holidays – you may also go directly to one of the following SeaView IPA's nearby Urgent Care Centers for treatment:

Urgent Care Centers*

CFH Camarillo Urgent Care

422-A Arneill Road
Camarillo, CA 93010
Tel: (805) 383-4520
Mon–Sat: 9am–7pm
Closed Thanksgiving,
Christmas & New Year’s Day

CFH Santa Paula Urgent Care

242 E. Harvard Boulevard, STE C
Santa Paula, CA 93060
Tel: (805) 525-9595
Mon–Sun: 9am–9pm
Closed Thanksgiving,
Christmas & New Year’s Day

CFH Saviers Urgent Care

2921 S. Saviers Road
Oxnard, CA 93033
Tel: (805) 487-5585
Mon–Fri: 8am–8pm
Sat–Sun: 9am–9pm
Closed Thanksgiving,
Christmas & New Year’s Day

Oxnard Airport Urgent Care

1555 W. 5th Street, STE 180
Oxnard, CA 93030
Tel: (805) 985-5599
Mon–Fri: 9am–5:30pm
Sat: 9am–6pm

Urgent Care on Main

2660 E. Main Street, STE 100
Ventura, CA 93003
Tel: (805) 667-8750
Mon–Fri: 10am–8pm
Sat–Sun: 9am–5pm
Holidays: call for hours

Ventura Urgent Care Center

5725 Ralston Street, STE 101
Ventura, CA 93003
Tel: (805) 658-2273
Mon–Fri: 8am–10pm
Sat–Sun and
most holidays: 9am–5pm

West Ventura Urgent Care

133 W. Santa Clara Street
Ventura, CA 93001
Tel: (805) 641-5600
Mon–Fri: 8am–7pm
Sat: 9am–5pm
Sun: 8am–1pm

* *May be subject to change*

Special Services for Our Members

Ambulatory Case Management

Our team of Nurse Case Managers provides education and support to help you get the care you need – when you need it. Our nurses work with you, your family and/or caregiver, and your doctors to maintain your health and manage any existing medical conditions. Our nurses assist with an acute need or provide regular, ongoing follow up.

Our Nurse Case Managers work with you to:

- > Educate you about how and when to respond to warning signs/symptoms
- > Help coordinate any complex care needs
- > Promote informed decision-making
- > Provide support with the emotional impact of having a chronic condition
- > Facilitate communication and coordination among providers
- > Explain how to take and manage medications
- > Provide community resource tools and information

For more information about the Ambulatory Case Management program, please contact our Care Coordinator (805) 988-5189.

Anticoagulation Clinic

Our Nurse Practitioners at the Anticoagulation Clinic work closely with your Primary Care Physician (PCP) and other providers to develop an individualized treatment plan and facilitate high quality care. These services are offered specifically to patients who are taking Coumadin, Warfarin, Lovenox, Pradaxa, Xarelto, Eliquis, or Savaysa.

Our Nurse Practitioners assess your condition by examining your medical history, performing physical evaluations and ordering (or performing) diagnostic tests, if needed.

Most importantly, these highly skilled and caring professionals serve as your mentors, counselors, researchers and consultants, working together with you to help promote the best health outcomes.

All services at the Anticoagulation Clinic are available only to SeaView IPA members. For more information, please contact the Clinic directly or SeaView IPA's Member Services team at (805) 988-5188, memberservices@svipa.com.

To be referred to the Anticoagulation Clinic, please call your PCP or contact the Clinic directly.

Anticoagulation Clinic

1901 N Solar Drive, STE 115
Oxnard, CA 93036
(805) 278-6840

Special Services for Our Members (continued)

Diabetes Care Clinic

At SeaView IPA's Diabetes Care Clinic, our Nurse Practitioners work closely with you and your PCP to manage your diabetes, facilitating high quality treatment and continuity of care.

Our goal is to improve blood sugar control through healthy lifestyle promotion and medication management – and detect any diabetes related conditions before they become symptomatic.

Our Nurse Practitioners develop a personal diabetic treatment plan that is customized to your specific healthcare needs, including recommendations for healthy eating and daily physical activity. We review your medical history, perform physical evaluations and order – or administer – necessary diagnostic tests. Our Clinic helps you maintain healthy blood sugar levels by conducting an A1C test by way of a finger stick in the office, rather than requiring a blood draw at a laboratory.

We also pay careful attention to any unique risk factors and issues, follow up on your treatment and coordinate with your PCP, and/or specialists, as needed.

All services at the Diabetes Care Clinic are available only to SeaView IPA members. For more information, please contact the Clinic or SeaView IPA's Member Services team at (805) 988-5188 or memberservices@svipa.com.

To be referred to the Diabetes Clinic, please call your PCP or contact the Clinic directly:

Diabetes Care Clinic

1901 N. Solar Drive, STE 115
Oxnard, CA 93036
(805) 278-6840

Transitional Care Program

SeaView IPA offers a Transitional Care Program to support your PCP in providing care for you in your home or an Assisted Living facility. The program is staffed with Nurse Practitioners who work closely with your PCP to create an individual treatment plan and supervise the delivery of your medical care.

Our Nurse Practitioners are highly trained Registered Nurses who have completed advanced education and training in the diagnosis and management of common medical conditions, including chronic illnesses.

The Transitional Care Program is available only to SeaView IPA members. For more information, please contact the Transitional Care Program Coordinator at (805) 604-3326 or SeaView IPA's Member Services team at (805) 988-5188, memberservices@svipa.com.

Please contact your PCP to be referred to SeaView IPA's Transitional Care Program.

Our Patients' Rights



SEAVIEW IPA

As a member of SeaView IPA you are entitled to be treated in a manner that respects your rights to:

- > Be treated with respect, giving consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- > Receive health care services regardless of your race, ethnicity, national origin, religion, sex, age, mental or physical disability, medical conditions, sexual orientation, claims experience, medical history, genetic information or source of payment.
- > Participate in decision making regarding your own health care, including the right to refuse treatment.
- > Have a candid discussion regarding appropriate or medically necessary treatment options for conditions, regardless of cost or benefit coverage.
- > Receive care coordination.
- > Voice grievances, either verbally or in writing, regarding the care received. *(see additional information below)*
- > Request an appeal of decisions to deny, defer, or limit services or benefits. *(see additional information below)*
- > Receive oral interpretation services for your language.
- > Formulate an advance directive.
- > Have access to, or where legally appropriate, receive copies of, amend or correct your Medical Record.

The complete list of Patients' Rights can be found on our website, www.svipa.com.

Grievance and Appeal Processes

Our grievance and appeal processes provide our members a way to resolve a concern with their medical care or services. Should you have a complaint related to your medical care or services provided, or wish to appeal an authorization denial, please contact your health plan directly. SeaView IPA will work closely with your health plan to investigate the issue and work towards a satisfactory solution.

For copies of your health plan grievance forms, as well as additional grievance and appeal information, please see our website, www.svipa.com.



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Oxnard, CA 93036

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