

# Welcome to SCCIPA



## HMOs & Medicare Advantage Plans

Aetna  
Blue Cross CaliforniaCare  
Blue Shield of California  
CIGNA Healthcare  
Health Net  
Health Net Seniority Plus  
PacifiCare  
PacifiCare Secure Horizons

SANTA CLARA COUNTY  
**sccipa**  
INDIVIDUAL PRACTICE ASSOCIATION  
PACIFIC PARTNERS MANAGEMENT SERVICES, INC.



## About SCCIPA

You are receiving this mailing because someone in your household is enrolled with SCCIPA and one of the health plans listed on the cover of this brochure. Santa Clara County Individual Practice Association is a San Jose-based medical group that links over 800 independently practicing physicians located throughout Santa Clara County. We serve over 100,000 health plan members in most major HMOs and Medicare Advantage plans. SCCIPA operates like a 'clinic without walls', linking patients and health plans with our established network of physicians, hospitals, lab, x-ray, physical therapy and other providers. With SCCIPA, you and your family can choose from 280 Primary Care Physicians (family practice, internal medicine and pediatrics) and over 550 Specialists who practice at most local hospitals.

## SCCIPA Physicians

SCCIPA physicians meet NCQA/National Committee for Quality Assurance standards for certification, which means their credentials have been carefully reviewed by a SCCIPA physician committee and verified by SCCIPA's management company, Pacific Partners Management Services, Inc./PPMSI.



The SCCIPA website—[www.sccipa.com](http://www.sccipa.com)—can be used to select a Primary Care Physician (PCP) or a physician specializing in Obstetrics and Gynecology based on gender, language or location. You can find out where SCCIPA physicians went to medical school and completed their internship, residency and fellowship programs. Some physicians have provided a photo and information about their interests and hobbies. Directions to physician offices are also linked to the website. If you do not have access to the Internet, please call SCCIPA Member Services for information.

## Member Services

**1-800-977-7332 Toll-free, Monday–Friday**  
Member Services is your best bet for answers to a variety of questions about SCCIPA services, referrals, participating physicians, hospitals, health plans, x-ray, lab or physical therapy providers. Our toll-free line is staffed Monday through Friday, 8 am to 5 pm.

## Referrals Within Minutes

Most Specialist referrals are now available within minutes at your doctor's office. SCCIPA providers are linked by secure Internet access to the most up-to-date health plan information for eligibility, benefits, referrals and claims. Your doctor's staff can get speedy responses to most health plan membership questions, and can track lab results and claims online. The result is better service for our HMO members and physicians.



## Senior Services

**1-877-722-4726 (1-877-SCCIPAMD) Toll-free, Monday–Friday**  
Whether you are newly eligible for Medicare or transferring from a Medicare supplement, you may have questions about Medicare health plans. SCCIPA contracts with *Health Net Seniority Plus* and *PacifiCare Secure Horizons* to provide health services to seniors eligible for Medicare. Call our toll-free number to find out about these health plans.

## Healthy Advice Listings

**Website: [www.sccipa.com](http://www.sccipa.com)**

Call your local hospital or community resource for specific information. Over one hundred resources are listed on our website —

- ◆ **Classes for Young Families** including childbirth preparation, breastfeeding and new mother groups.
- ◆ **Classes for Chronic Health Problems** like asthma, diabetes, back care and smoking.
- ◆ **Many useful community support groups.**

## Tips for SCCIPA Members

To make sure your HMO services will be covered by SCCIPA and your health plan, please use the following guidelines. **If You Have Questions...** Please call Member Services at **1-800-977-7332**. Check with your physician, Member Services, or the SCCIPA website at **www.sccipa.com** to find the most convenient locations for lab, x-ray and physical therapy providers.



**1 Laboratory Services** All laboratory tests must be performed by a Stanford Patient Service Center. Locations and hours are listed at left. Please call Stanford Clinical Laboratory at **1-877-717-3733** to confirm hours and locations.

**2 Referrals** Specialist referrals must be coordinated by your Primary Care Physician (PCP), who is responsible for the overall management of your healthcare. All referrals are confirmed by a *Referral Authorization letter* which includes the Specialist name, location, number of visits and expiration date of the referral. This letter will be sent to you after your Referral Authorization has been reviewed. Please take the letter to your first appointment for specialty care, when the Referral is approved.

◆ **Radiology Services.** All mammograms, x-ray, MRI, CT and other imaging studies must be performed at Valley Radiology Centers. VRI centers are conveniently located in Los Gatos, Mountain View, Palo Alto and San Jose.

◆ **Physical Therapy.** Physical therapy and rehabilitation services are provided by PRN/Carr Centers located in Campbell, Morgan Hill, Mountain View, San Jose and Sunnyvale.

**To check the status of a referral:** Call Member Services or ask your PCP or Specialist to verify the status of your referral using the SCCIPA Internet system. *Note: Unless a Referral Authorization can be verified, you may be responsible for charges incurred during your Specialist visit.*

## SCCIPA Urgent Care Services

NAME & PHONE	ADDRESS	WEEKDAYS* (MON-FRI)	WEEKENDS* (SAT-SUN)
Almaden Family Physicians (408) 997-9155	6475 Camden Avenue #105 San Jose (corner of Trinidad & Camden)	After hours: 5 pm-6:30 pm	Sat: 9 am-5 pm Sun: 11 am-4 pm
Gateway Family Medical Center (408) 364-7600	1580 S.Winchester Boulevard, #202 Campbell	9 am-6 pm	Closed
Cupertino Medical Center (408) 996-8656	20289 Stevens Creek Boulevard Cupertino (cross streets DeAnza & Vista)	8 am-8 pm	Sat: 8 am-8 pm
Nga V. Pham, MD (408) 532-0105	2470 Alvin Avenue, Suite 50 San Jose	9 am-6 pm	Sat: 9 am-3 pm
Pinnacle Healthcare (408) 848-0444	7793 Wren Avenue Gilroy	8 am-8 pm	Sat, Sun: 9 am-7 pm
Pinnacle Healthcare (831) 634-4444	551 McCray Street Hollister	8 am-8 pm	Sat, Sun: 9 am-7 pm
Samaritan Medical Care Center (408) 281-2772	554 Blossom Hill Road San Jose (Blossom Hill & Highway 85)	8 am-6 pm	Sat, Sun: 9 am-3 pm
San Jose Medical Group Willow Glen Urgent Care (408) 278-3620	625 Lincoln Avenue San Jose	8 am-8 pm	Sat, Sun & Holidays: 8 am-8 pm
South Valley Family Occupational Health Center (408) 842-1544	9460 No Name Uno, Suite 230 Gilroy (across from entrance to St. Louise Regional Medical Center)	8 am-6 pm	Closed

\*Please phone ahead to confirm hours of operation and holiday coverage.

## 3 Urgent Care

*For Medical Questions that are NOT an Emergency*

**During Office Hours:**

**Call your Primary Care Physician.** Your doctor may want to see you immediately or schedule an appointment.

**After Office Hours:**

◆ **OnCall Advice 1-800-4SCCIPA (1-800-472-2472)**  
**Mon-Thurs 5 pm-7 am; Fri 5 pm-Mon 7 am**

◆ **Urgent Care Centers.** If you have a medical problem that needs attention, you may also use one of the SCCIPA Urgent Care Centers listed above.

## 4 Medical Emergencies

*Emergencies are those situations when you need immediate medical care because of a sudden or worsened illness or injury that could permanently damage your health or result in serious medical complications if treatment is delayed.*

**If your Emergency requires Immediate Attention:**

**Call 911** or go to the nearest hospital emergency room. Be sure to notify your Primary Care Physician of any emergency room visit or hospitalization within 24 hours or as soon as possible.



*Please refer to your health plan materials for the exact terms and conditions of your benefit coverage. SCCIPA medical decisions are based on the appropriateness of care and service and the existence of benefit coverage. Neither our staff nor our providers receive incentives to deny coverage or encourage inappropriate underutilization. SCCIPA Members are treated with respect, dignity and courtesy. Members are responsible for taking an active role with their practitioner in making decisions regarding their health care. Please contact SCCIPA at **www.sccipa.com** or **1-800-977-7332** for a complete listing of SCCIPA Member Rights & Responsibilities.*

## Stanford Clinical Laboratory Patient Service Centers

Call 877-717-3733 to Confirm Locations & Hours

**STAT LABS—OPEN AFTER-HOURS, SUNDAYS & HOLIDAYS:**  
El Camino Hospital, O'Connor Hospital,  
Saint Louise Regional Hospital, Stanford Hospital

CITY	ADDRESS/PHONE	PEDIATRIC TESTING <sup>2</sup>	DAYS & HOURS OF OPERATION
Cupertino	20555 Prospect Rd <sup>1</sup> 408-255-3064		M-F 8 am-12 noon 1:15-5 pm
Gilroy	7949D Wren (Behind 7933 Wren) NEAR Pinnacle Healthcare 408-846-8750	✓	M-F 7:30 am-5 pm SAT 8 am-12 noon
Los Gatos	777 Knowles #4 408-378-3143		M-F 8 am-5 pm SAT 7:30 am-1 pm
	234 Los Gatos Blvd #A 408-395-2117		M-F 8 am-12:30 pm 1:30-5 pm
Milpitas	500 East Calaveras Blvd #130 408-946-8235		M-F 8 am-12:30 pm 1:30-5 pm
Mtn View	2500 Hospital Drive Bldg 2 650-965-8035		M-F 8 am-12:30 pm 1:30-5 pm
San Jose	2060 Aborn Rd #200 408-532-0679		M-F 7:30 am-5:30 pm
	393 Blossom Hill Rd #350 408-629-1998		M-F 8 am-6 pm
	6489 Camden Ave #106 408-997-7235		M-F 8 am-12:30 pm 1:30-5 pm
	2100 Forest Ave #111 408-295-4748		M-F 8 am-12:30 pm 1:30-5 pm
	2419 Forest Ave 408-557-9053	✓	M-F 7 am-6 pm SAT 7:30 am-1 pm
	5150 Graves Ave Bldg 6 <sup>1</sup> 408-366-0890		M-F 8 am-12:30 pm 1:30-5 pm
	25 N 14th St #710 408-283-0495	✓	M-F 7 am-5 pm SAT 7:30 am-1 pm
	266 N Jackson #4 (near Reg Med Ctr) 408-347-1490		M-F 8 am-6 pm
	2585 Samaritan Dr #103 408-358-3149	✓	M-F 7 am-6 pm SAT 7:30 am-1 pm
	2460 Samaritan Dr <sup>1</sup> 408-356-0010		M-F 7:30 am-5 pm
Palo Alto/ Stanford	2505 Samaritan Dr #105 408-358-8931		M-F 8 am-12:30 pm 1:30-5 pm
	2690 S White Rd #200 408-531-1813		M-F 8 am-5 pm
Palo Alto/ Stanford	730 Welch Rd 650-725-9302	✓	M-F 7:30 am-6 pm
	Stanford Hospital, 300 Pasteur Dr (enter by Cafeteria or Fountains & follow signs to Clinical Lab) NO Stanford registration required 877-717-3733	✓	24 hours a day 7 days a week including holidays

<sup>1</sup> Physician office location

<sup>2</sup> Specializes in Pediatric (<5 yrs old) blood testing. Adult testing is provided at all sites.

## OnCall Advice™

### After-hours Health Information

Toll-free: 1-800-4SCCIPA  
(1-800-472-2472)

Monday thru Thursday,  
5 pm to 7 am

Weekends:

Friday, 5 pm thru Monday, 7 am

Translation Services for 140 languages  
including Spanish & Vietnamese

TDD Services for Hearing Impaired:  
1-888-880-0833

**Ever had a late-night fever or  
weekend injury? We can help.**

With OnCall Advice, SCCIPA members can get medical advice even when the doctor's office is closed. OnCall Advice is a toll-free service, available at night and on weekends. We have registered nurses and other health professionals standing by on the phone with confidential medical advice, health plan information, and a list of your contracted providers.

OnCall Advice can help you decide what to do and where to go with your health problems, whether you need home treatment with over-the-counter medications, a timely prescription refill, or a visit to a nearby urgent care or emergency facility. If a visit is medically necessary, the representative will notify your contracted provider and arrange for you to receive the services available under your health plan. If you prefer, your doctor or another SCCIPA doctor is available 24 hours a day either directly or through the after-hours line.

## Where to Call or Write for Information



QUESTION	WHERE TO CALL OR WRITE FOR THE ANSWER
About SCCIPA services	SCCIPA Website: <a href="http://www.sccipa.com">www.sccipa.com</a> OR Member Services 1-800-977-7332 Monday-Friday 8 am-5 pm
Where to go for x-ray or physical therapy services	Member Services 1-800-977-7332 Monday-Friday 8 am-5 pm
To verify a Referral	Check your Referral Authorization letter OR Call your PCP or Member Services 1-800-977-7332
If you receive a bill for covered benefits from a lab or other health provider	Mail it <i>immediately</i> to: SCCIPA, PO Box 5860, San Mateo, CA 94402-5860 ATTN: Member Claims
For medical advice during office hours	Call your SCCIPA Primary Care Physician
For medical advice after office hours and weekends	Call OnCall Advice at 1-800-472-2472 OR Call your physician directly
To see a Specialist	Call your SCCIPA Primary Care Physician to arrange a referral
For hours and locations of Stanford labs	Call Stanford Clinical Laboratory at 1-877-717-3733
To select a new Primary Care Physician	Call your Health Plan
For information about your ID card or Benefits	Call your Health Plan
For community support groups and health education classes	Call your local hospital or community resource
To change your address	Call your Health Plan
For SCCIPA Senior Services	1-877-SCCIPAMD (1-877-722-4726)

**1-800-977-7332**  
**[www.sccipa.com](http://www.sccipa.com)**