

# Where to Call or Write

QUESTION	ANSWER
<ul style="list-style-type: none"> <li>◆ About Affinity services</li> <li>◆ To verify a Referral</li> <li>◆ Where to go for Lab, X-ray or Physical Therapy</li> <li>◆ Information about Affinity Physicians</li> </ul>	<p>Affinity Medical Group Member Services 1-888-309-2221 Monday–Friday 8 am–5 pm</p>
<ul style="list-style-type: none"> <li>◆ If you receive a Bill for covered benefits from a lab or other health provider</li> </ul>	<p>Mail it immediately to: Affinity Medical Group PO Box 5860 San Mateo, CA 94402-5860 ATTN: Member Claims</p>
<ul style="list-style-type: none"> <li>◆ To see a Specialist</li> </ul>	<p>Call your Affinity Primary Care Physician to arrange a Referral</p>
<ul style="list-style-type: none"> <li>◆ For Medical Advice <i>during and after</i> office hours</li> </ul>	<p>Call your Affinity Primary Care Physician</p>
<ul style="list-style-type: none"> <li>◆ For Emergencies requiring immediate attention</li> </ul>	<p>Call 911 or go to the nearest hospital Emergency Room. Notify your Primary Care Physician of any Emergency room visit or hospitalization within 24 hours or as soon as possible.</p>
<ul style="list-style-type: none"> <li>◆ To Select a new Primary Care Physician</li> <li>◆ For Information about your ID Card or your Benefits</li> </ul>	<p>Call your Health Plan</p>
<ul style="list-style-type: none"> <li>◆ For Information about Medicare+Choice plans</li> </ul>	<p>Health Net Seniority Plus 1-800-275-4737 PacifiCare Secure Horizons 1-800-228-2144</p>

Visit our website at  
[www.affinitymd.com](http://www.affinitymd.com)

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**Important Information  
From Your Doctors**

# Affinity Medical Group



## 2003 HMOs & Medicare+Choice Plans

**Aetna US Healthcare of California**

**Blue Cross CaliforniaCare**

**Blue Shield of California**

**CIGNA Healthcare**

**Health Net**

**Health Net Seniority Plus**

**PacifiCare**

**PacifiCare Secure Horizons**



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*Welcome to Affinity Medical Group! You are receiving this mailing because someone in your household has enrolled with Affinity and one of the health plans listed on the cover of this brochure.*

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## About Affinity Medical Group

Affinity is an East Bay medical group that links over 700 independently practicing physicians in Alameda County and West Contra Costa County. We serve over 50,000 members in most major HMOs and Medicare+Choice plans.

With Affinity, you and your family can choose from 130 Primary Care Physicians (family practice, internal medicine and pediatrics) and over 600 Specialists. Affinity operates like a 'clinic without walls,' linking our patients and our health plans with an established network of physicians, hospitals, lab, x-ray, physical therapy and other services.

## Senior Services 1-877-722-4726 Toll-free, Monday-Friday

Whether you are newly eligible for Medicare or you are transferring from a Medicare supplement, you may have questions about Medicare+Choice health plans. In 2003, Affinity will contract with **Health Net Seniority Plus** and **PacifiCare Secure Horizons** to provide health services to seniors eligible for Medicare. We encourage you to call our toll-free number to find out how to enroll in these plans.

## Referrals Within Minutes

We work hard to deliver responsive service to you and your family. Most Specialist referrals are now available within minutes at your doctor's office. Affinity 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 e-mail responses to most eligibility questions, and can track lab results and claims online. The result is better service for our physicians and our HMO members. We look forward to caring for you in the future.



## 1 Your Primary Care Physician will help manage your healthcare

**Call your Primary Care Physician during office hours for routine care and after office hours for care that can't wait until the next day.**

Your Primary Care Physician (PCP) is responsible for the overall management of your healthcare. Either your doctor or another on-call Affinity doctor is available by phone 24 hours a day. He or she may want to see you immediately or to schedule an appointment. **Please note:** Care delivered in an Urgent Care Center or Emergency Room **should not be substituted** for visits to your doctor.

# Important Tips for Our Patients

**Please use the following guidelines to make sure your family's HMO services will be covered by Affinity Medical Group and your health plan.**

## 2 Referrals

Your PCP must request your referrals through the secure Affinity Medical Group website. All Referrals are confirmed by a *Referral Authorization letter* with Specialist name, location, number of visits and the expiration date of the referral. You will receive this letter after your PCP makes arrangements for your Referral Authorization. Please take the letter to your first appointment for specialty care.

**Appointments for Annual Well-Woman Physicals** can be made directly with your PCP or with your Affinity Medical Group Obstetrician/Gynecologist.

**To Check the Status of a Referral, Call Member Services at 1-888-309-2221** or ask your PCP or Specialist to verify the status of your referral using the Affinity Internet system. **Note:** Unless a *Referral Authorization can be verified, you may be responsible for charges incurred during your Specialist visit.*

**To Check the Best Location for a Provider, Call Member Services at 1-888-309-2221** or ask your PCP or Specialist to find the most convenient location for contracting Affinity lab, x-ray and other Affinity providers in your area.

## 3 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 Needs 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.

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*Please refer to your HMO materials for the exact terms and conditions of your health plan benefit coverage. Affinity medical decisions are based on the appropriateness of care and service. Neither our staff nor our providers receive incentives to deny coverage or encourage inappropriate underutilization.*

*Affinity Members are entitled to respect, dignity and courtesy. Members are responsible for taking an active role with their practitioner in their health care decisions. Please contact Affinity Medical Group at 1-888-309-2221 for a complete listing of Affinity Member Rights & Responsibilities.*