

Family Care Specialists IPA Frequently Asked Questions

Who is Family Care Specialists IPA and what does “IPA” stand for?

When you joined your HMO health plan you chose a Primary Care Physician who is affiliated with the hospital of your choice. When you choose your Primary Care Physician (PCP), you are not only choosing a doctor, but an entire network of physicians and specialists who will be responsible for your care. The network you have chosen is Family Care Specialists IPA.

IPA stands for Independent Physicians Association and represents a network of over 400 qualified, dedicated and accessible physicians to provide superior care and comprehensive services to members of Family Care Specialists IPA.

How do I find out who my Primary Care Physician is?

The name and contact information for your Primary Care Physician is listed in your Welcome Letter. You can also check your health plan subscriber card – it is typically on the front of your card along with his or her telephone number.

Can't find it? Call our Member Services and they will provide the information (800) 699-9534 ext 706 or press “0” for a live person.

How do I schedule an appointment with my Primary Care Physician?

Contact your Primary Care Physician (PCP) office directly to schedule an appointment. Your doctor should be able to accommodate your request within a two-week time frame. If the scheduled appointment date exceeds two weeks please call Member Services at (800) 699-9534 ext 706 or dial “0” to speak to a live person.

How do I get a referral to a specialist?

Your Primary Care Physician will make a referral to a specialist as needed. Our members have direct access to many specialty care physicians and services through the Direct Referral form that your Primary Care Physician will provide at your office visit.

Where do I go for Laboratory Services?

Laboratory services are provided by Quest Diagnostics. Visit the Quest website at www.questdiagnostics.com or call (800) 377-8448 for a list of locations.

Where do I go for Radiology Procedures?

As an Family Care Specialists IPA member you have the following choices for Radiology Services:

East LA Radiology Providers

Mammograms & Breast Ultrasounds

White Memorial Medical Center
(Plaza Imaging Center) Radiology Medical Group, MAG VII
(323) 224-2010

Ultrasounds

United Medical Imaging Healthcare INC
West Coast Imaging

Pet Scans

United Medical Imaging Healthcare INC
UMI Downey (562) 869-9192
UMI East Los Angeles (323) 262-1814
UMI Los Angeles (213) 202-5785
UMI Maywood (323) 771-9867

Dexa Scans

United Medical Imaging Healthcare INC
UMI Downey (562) 869-9192
UMI East Los Angeles (323) 262-1814
UMI Los Angeles (213) 202-5785
UMI Maywood (323) 771-9867

MRI & CT Scans

Beverly Oncology and Imaging Center
(323) 724-8755

Highland Park Radiology Providers

Mammograms & Breast Ultrasounds

Glendale Adventist Medical Center, Glendale Radiology Medical Group
(818) 409-8000

White Memorial Medical Center
(323) 224-2010

Ultra Sounds

Medical Group Imaging Center of Glendale
(818) 241-5072

Glendale MRI Institute
(818) 241-3369

Pet Scans

United Medical Imaging Healthcare INC
UMI Downey (562) 869-9192
UMI East Los Angeles (323) 262-1814
UMI Los Angeles (213) 202-5785
UMI Maywood (323) 771-9867

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UMI Downey (562) 869-9192
UMI East Los Angeles (323) 262-1814
UMI Los Angeles (213) 202-5785
UMI Maywood (323) 771-9867

CT Scans

Glendale MRI Institute
(818) 241-3369

Medical Group Imaging Center of Glendale
(818) 241-5072

MRI

Open System Imaging
(626) 793-0894

Montebello Providers**Mammograms & Breast Ultrasounds**

United Medical Imaging Healthcare INC
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UMI Los Angeles (213) 202-5785
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UMI Maywood (323) 771-9867

MRI & CT Scans

Beverly Oncology and Imaging Center
(323) 724-8755

West Coast Imaging (CT Scans only)

What Hospital(s) are affiliated with Family Care Specialists IPA?

Hospital services, including emergency services, will be provided for you at:

Beverly Hospital

309 W. Beverly Blvd.,
Montebello, CA 90640
(323) 726-1222

Glendale Adventist Hospital

1509 Wilson Terrace
Glendale, CA 91206
(818) 409-8000

Glendale Memorial Hospital and Health Center

1420 South Central Ave.,
Glendale, CA 91204
(818) 502-1900

White Memorial Medical Center

1720 Cesar Chavez Center
Los Angeles, CA 90033
(323) 268-5000

Where do I go for Urgent Care and After Hours Care?

Urgent Care and After Hours Care is available for conditions that require prompt attention but do not pose an immediate or serious health risk. Non-emergent problems such as sore throats, ear infections, minor burns or cuts and bruises are examples of conditions that the Urgent Care or After Hours Care staff can treat. These services should be utilized when your Primary Care Physician's office is closed and urgent care is needed. These facilities will save you money as you only have to pay office visit co-pay and the waiting time is generally less than the emergency room.

Please call 911 for emergency care.

You have access to the following facilities:

Urgent Care Facilities:

Rapid Care Walk-In Medical Group

Burbank

1130 W. Olive Avenue, Burbank

(818) 843-8555

Hours of Operation:

Monday – Friday 8 am to 8 pm / Saturday & Sunday 9 am to 5 pm

Glendale

801 S. Chevy Chase Dr., Suite 105, Glendale

(818) 265-2200

Hours of Operation:

Monday – Friday 8 am – 8 pm / Saturday & Sunday 9 am to 5 pm

Healthcare Partners Medical Group

Los Angeles

1025 W. Olympic Blvd., Los Angeles

(213) 861-5950

Hours of Operation:

24 hours / 7 days a week

Montebello

2603 Via Campo, Montebello

(323) 720-1144

Hours of Operation:

Monday – Friday 12 pm – 10 pm / Saturday & Sunday 8 am to 5 pm

Pasadena

401 S. Fair Oaks Avenue, Pasadena

(626) 795-2244

Hours of Operation:

24 hours / 7 days a week

Who do I call with questions regarding my health plan benefits?

When you have a question about your health plan benefits contact the member services department at your health plan. The phone number should be listed on your health plan subscriber identification card.

Can't find it? Call our Member Services and they will provide the information (800) 699-9534 ext 706.

What if I receive a bill from a physician?

If you receive a bill for medical services contact our Member Services team at (800) 699-9534 ext 706 or hit "0" to speak to a live person. Member services will assist you and you may be asked to fax or send a copy of the bill for research purposes. A Member Services representative will advise you once they have completed their research into the matter.

Is transportation provided for medical appointments?

Currently, FCS does not provide free transportation for its members.

Do you have a Senior Advocate I can talk to?

Yes, we have a Senior Advocate, Debbie Sykes will be happy to assist you with questions regarding senior health plans, Medicare, preventative screenings, lectures and additional community resources. You can contact Debbie at (562) 602-1563 ext. 512 or email Debbie.sykes@coasthealthcare.net.