

## **Lakewood IPA Frequently Asked Questions**

### **Who is Lakewood 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 Lakewood 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 Lakewood 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 (562) 602-1563 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 (562) 602-1563 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.

### **What is a Direct Referral?**

The Direct Referral Authorization program allows your Primary Care Physician (PCP) to refer you to certain specialists and diagnostic procedures without a prior authorization. The benefit to you is that there is no waiting for a referral – you will receive the original, top copy of the form (yellow) with instructions to make an appointment with the referral specialists within 14 days. Your PCP will fax the form to the requested provider to notify them of your referral. The Direct Referral covers an incident of care until the treatment options are exhausted.

### **Where do I go for Laboratory Services?**

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

### **Where do I go for Radiology Procedures?**

**As a Lakewood IPA member you have the following choices for Radiology Services:**

Preferred Diagnostic Imaging (PDI)  
(Mammograms, X-rays, Ultrasounds, CT)  
Call 562-461-2585

**What Hospital(s) are affiliated with Lakewood IPA?**

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

**Lakewood Regional Medical Center**

3700 E. South Street  
Lakewood, CA 90712  
**(562) 531-2550**

**Long Beach Memorial Medical Center**

2901 Atlantic Avenue  
Long Beach, CA 90806  
**(562) 933-2000**

**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**

**Cypress Urgent Care – Cypress Site**

6876 Katella Ave., Cypress  
(714) 903-8900

*Hours of Operation:*

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

**Dusk to Dawn Urgent Care Centers**

**Long Beach**

701 E. 28<sup>th</sup> Street, Suite 401  
(562) 426-2661

*Hours of Operation:*

Monday – Friday 9 am – 9 pm / Saturday & Sunday 9 am to 2 pm

**Lynwood**

3680 E. Imperial Hwy, Suite 410

(310) 639-2220

Hours of Operation:

Monday – Friday 9 am – 9 pm / Saturday & Sunday 9 am to 2 pm

**Paramount**

16415 Colorado Ave.

(562) 808-2273

*Hours of Operation:*

24 hours a day/ 7 days a week

**Immediate Medical Center**

5203 Lakewood Blvd., Lakewood

(562) 633-2273

*Hours of Operation:*

Monday – Friday 7 am to 6 am

**Pioneer Medical Group – Long Beach Site**

2220 Clark Ave., Long Beach

(562) 597-4181

*Hours of Operation:*

Monday – Friday 8 am to 6 pm

**After Hours Facilities**

**Pioneer Medical Group – Long Beach Site**

2220 Clark Ave., Long Beach

(562) 597-4181

**Pioneer Medial Group - Downey Site**

11480 Brookshire Ave. #101, Downey

(562) 862-2775

(Pediatrician On Duty at Downey Site)

*Hours of Operation:*

Monday – Friday 6 pm to 9 pm

Saturday 9 am to 5 pm

Sunday & Holidays 9 am to 1 pm

**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 (562) 602-1563 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 (562) 602-1563 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?**

Free transportation is provided for our Lakewood IPA Senior members to medical appointments. Limitations do apply. Please call our Transportation Specialist, Gloria Ochoa for assistance at (562) 602-1563 ext. 277 between 8 am and 5 pm Monday through Friday. We ask that you call 3 days in advance of your medical appointment. We utilize the Los Angeles and Orange County Yellow Cab services for your transportation. Please notify Gloria if a wheel chair van is necessary.

**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](mailto:Debbie.sykes@coasthealthcare.net).