



Frequently Asked Questions (FAQs)

Who is Primary Care Associates of California and what does “IPA” stand for?

When you joined your HMO health plan you chose a Primary Care Physician. By selecting this Primary Care Physician (PCP), you are also choosing an entire network of physicians and specialists who will be responsible for your care. The network you have chosen is Primary Care Associates of California.

IPA stands for Independent Physicians Association and represents a network of over 250 qualified, dedicated and accessible physicians to provide superior care and comprehensive services to members of Primary Care Associates of California.

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 member service representative.

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 member service representative.

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 an electronic Direct Referral. Your Primary Care Physicians (PCP) office will enter the request into our secure website and within a matter of minutes, will print a copy of the Direct Referral authorization for you to take with you. In addition, a copy of this authorization is faxed to your specialist’s office.

What is a Direct Referral?

The Direct Referral Authorization program allows your Primary Care Physician (PCP) to refer you to most specialists and diagnostic procedures without a prior authorization. Your Primary Care Physicians (PCP) office will enter the request into our secure website and within a matter of minutes, will print a copy of the Direct Referral authorization for you to take with you. The Direct Referral covers an incident of care until the treatment options are exhausted.

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.

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 a Primary Care Associates member you have the following choices for Radiology Services:

All United Medical Imaging facilities

(Mammograms, X-rays, Ultrasounds, CT, MRI)

UMI of Torrance,
3640 Lomita Blvd.,#105
Torrance, Ca. 90505
Tel: (310) 375-8088
Fax: (310) 375-8659

UMI of Inglewood,
110 South La Brea #150
Inglewood, Ca. 90301
Tel: (310) 671-6000
Fax: (310) 671-6302

UMI of Gardena,
1141 W.Redondo
Beach.,#105
Gardena, Ca. 90247
Tel: (310) 436-1730
Fax: (310) 436-1731

UMI of Maywood,
4316 E.Slauson Ave.
Maywood, Ca. 90270
Tel: (323) 771-9867
Fax: (323) 771-2083

UMI of Downey,
11411 Brookshire
Ave.,#101
Downey, Ca. 90241
Tel: (562) 869-9192
Tel: (562) 923-5521
Fax: (562) 923-1604

UMI of East Los Angeles,
3513 Whittier Blvd.
Los Angeles, Ca. 90023
Tel: (323) 262-1814
Fax: (323) 262-1699

UMI of Los Angeles,
1127 Wilshire Blvd.,#100
Los Angeles, Ca. 90017
Tel: (213) 202-5785
Fax: (213) 202-5709

UMI of Beverly Hills 3T,
9134 Olympic Blvd.
Beverly Hills, Ca. 90212
Tel: (310) 432-1000
Fax: (310) 432-4321

Del Amo Diagnostic Center

(Mammograms, X-rays, Ultrasounds, CT, MRI)
3531 Fashion Way
Torrance, CA 90503
(310) 316-2424

What Hospital(s) are affiliated with Primary Care Associates?

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

Providence Little Company of Mary Medical Center - Torrance

4101 Torrance Blvd.
Torrance, CA 90503
(310) 540-7676

Providence Little Company of Mary Medical Center – San Pedro (formerly Peninsula Hospital)

1300 W. 7th St.
San Pedro, CA 90732
(310) 832-3311