



CCPN  
**Welcome**

At CCPN we encourage everyone  
to live life well.



# Patients' Rights and Responsibilities

## Patients' Rights

Patients have the right to:

- Have the highest quality health care possible.
- Receive appropriate care, treatment and consideration.
- Be treated with dignity, courtesy, and respect.
- Participate actively in decisions regarding health care including refusing treatment, if desired (to the extent permitted by law).
- Receive full consideration of privacy and confidentiality during health care consultation, examination, and treatment.
- Have confidential treatment of all communications and records pertaining to medical care.
- Receive complete information about their health condition, have input into proposed treatment plans and alternatives, including non-treatment or second opinion, in order to give "informed consent" or to refuse treatment.
- Have a reasonable response to any reasonable requests made for service.
- Leave the physician's office or facility at any time, even against medical advice.
- Be informed of continuing health care requirements following discharge from the physician's office or hospital.
- Know the cost of care and treatment and receive an explanation when required.
- Receive information about the PMG/IPA services, its practitioners, providers, and patient's rights and responsibilities.
- Voice a complaint or appeal about the PMG/IPA or care that was provided.
- Be represented by parents, guardians, family members, or other conservators if members are unable to fully participate in their treatment plan.

## Patients' Responsibilities

Patients have the responsibility to:

- Keep scheduled appointments.
- Provide complete information about past health.
- Let us know if they don't understand, or can't follow our health care instructions.
- Cooperate fully in the treatment program they and their physician have agreed to.
- Provide information about current medications or treatment rendered by other physicians.
- Know how to access health care services in routine, urgent, and emergency situations.
- Know the benefits and exclusions of their health insurance coverage.

Public declarations are made via posters, member handbooks, newsletters or mission statements that provision of health services is not influenced by member race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.



# Coastal Communities Physician Network



Coastal Communities Physician Network is a group of physicians with locations throughout San Luis Obispo county. These physicians are either employed by CCPN or part of the CCPN Independent Physicians Association (IPA). CCPN contracts with your health plan to provide you with the medical care you need. CCPN members will see their doctors in their conveniently located private offices. All members of CCPN can access the full range of services, programs, and specialists offered by CCPN.

## Staff Model Locations

CCPN is comprised of a group of independent physicians operating from their own private offices as well as a group of employed providers, known as staff model providers, operating out of CCPN clinic locations. For the convenience of our patients, the following offices are located throughout San Luis Obispo County:



**San Luis Obispo**  
35 Casa Street, Ste. 170  
San Luis Obispo, CA 93401  
(805) 540-5035  
M-F 8 a.m. - 5 p.m.



**Templeton  
North County**  
325 Posada Lane  
Templeton, CA 93465  
(805) 239-0644  
M-F 8 a.m. - 5 p.m.



**Arroyo Grande  
South County**  
336 S. Halcyon Road, Ste. 110  
Arroyo Grande, CA 93420  
(805) 556-6011  
M, W 8 a.m. - 5 p.m.



Please see the enclosed Provider Directory for current information about Coastal Communities Physician Network providers. You can also find a list of current providers at [ccpnhpn.com/doctor](http://ccpnhpn.com/doctor)

Updated January 2022

## Urgent Care Locations

For routine care, please call your physician to schedule a visit. For urgent care, "same-day" non-life threatening medical conditions, please utilize one of the eight (8) Urgent Care facilities listed below:

### **Med Stop Urgent Care San Luis Obispo**

283 Madonna Road, Ste. B  
San Luis Obispo, CA 93405  
805-549-8880  
Monday - Friday, 8 a.m. - 7 p.m.  
Saturday - Sunday, 8 a.m. - 4 p.m.

### **MedPost Urgent Care- Paso Robles**

500 1st Street  
Paso Robles, CA 93446  
805-226-4222  
Monday - Sunday, 8 a.m. - 8 p.m.

### **Urgent Care of Atascadero**

9700 El Camino Real, Ste. 100  
Atascadero, CA 93422  
805-466-1330  
Monday - Saturday, 7 a.m. - 6:30 p.m.  
Sunday, 8 a.m. - 3:30 p.m.

### **Urgent Care of Pismo Beach**

2 James Way, Ste. 213  
Pismo Beach, CA 93449  
805-295-6594  
Monday - Saturday, 7 a.m. - 6:30 p.m.  
Sunday, 8 a.m. - 3:30 p.m.

### **Family & Industrial Medical Center**

47 Santa Rosa Street  
San Luis Obispo, CA 93405  
805-542-9596  
Monday - Friday, 8 a.m. - 7 p.m.  
Saturday - Sunday, 9 a.m. - 4 p.m.

### **Urgent Care of Morro Bay**

783 Quintana Road  
Morro Bay, CA 93442  
805-771-0108  
Monday - Saturday, 7 a.m. - 6:30 p.m.  
Sunday, 8 a.m. - 3:30 p.m.

### **Med Works Medical Center**

350 Posada Lane, Ste. 102  
Templeton, CA 93465  
805-434-3699  
Monday - Friday, 8:30 a.m. - 6 p.m.

### **Med Post Urgent Care - Atascadero**

7330 El Camino Real  
Atascadero, CA 93422  
805-703-2501  
Monday - Sunday, 8 a.m. - 8 p.m.



## Radiology Services – Radiology Associates of San Luis Obispo

For the convenience of our patients, CCPN is contracted with Radiology Associates of San Luis Obispo for all radiology services. The radiology offices accept radiology requests from all CCPN providers. More information at [rasloimaging.com](http://rasloimaging.com)

**Radiology Diagnostic Center**  
1310 Las Tablas Road, Ste. 103  
Templeton, CA 93465  
805-434-0829

**Five Cities Medical Imaging**  
921 Oak Park Blvd, Ste. 102  
Pismo Beach, CA 93449  
805-779-7900

**Digital Medical Imaging**  
522 East Plaza Drive  
Santa Maria, CA 93454  
805-928-3673

**Coastal Diagnostic Imaging Center**  
921 Oak Park Blvd, Ste. 100-B  
Pismo Beach, CA 93449  
805-481-4705

**Selma Carlson Diagnostic Center**  
77 Casa Street, Ste. 102  
San Luis Obispo, CA 93405  
805-546-7733

## Laboratory Services – Provided by Westpac Labs

For the convenience of our patients, CCPN is contracted with Westpac Labs for all laboratory services. The laboratory accepts lab requests from all CCPN providers. More information at [westpacclab.com](http://westpacclab.com)

**Atascadero**  
7301 Morro Road, Ste. 106  
Atascadero, CA 93422  
805-462-2150

**Los Osos**  
1193 Los Osos Valley Road  
Los Osos, CA 93402  
805-528-9505

**Morro Bay**  
285 Marina Street  
Morro Bay, CA 93442  
805-772-6415

**Paso Robles**  
112 Niklick Road  
Paso Robles, CA 93446  
805-238-5500

**Pismo Beach**  
911 Oak Park Blvd, Ste. 103  
Pismo Beach, CA 93449  
805-489-3650

**San Luis Obispo**  
3271 South Higuera, Ste. 102  
San Luis Obispo, CA 93401  
805-540-5140

**Santa Maria**  
2049 S. Broadway, Ste. B  
Santa Maria, CA 93454  
805-928-9810

**Santa Maria**  
1300 E. Cypress Street, Bldg. D  
Santa Maria, CA 93454  
805-354-7181

# Preferred Network of Hospitals

## Hospitalization

Anytime you need hospitalization, your Primary Care Physician (PCP) must make the necessary arrangements. If you are hospitalized during an emergency, please contact your PCP as soon as possible thereafter. Always seek your follow-up care through your PCP.

- For routine care, call your physician to schedule a visit.
- For urgent care, "same-day" non-life threatening medical conditions, please utilize one of our eight (8) contracted Urgent Care facilities (see page 3).
- For emergency services (life or limb threatening), call 911 or go to the nearest emergency room. Call your PCP or CCPN within 24 hours.

## Emergencies

- Members are encouraged to appropriately use the 911 emergency response system when they have an emergency medical condition which requires an emergency response.
- Emergency health care services do not require prior authorization.
- Emergency health care services are available and accessible within the service area 24 hours a day, 7 days a week.
- Emergency health care services include ambulance services within the service area to transport the member to the nearest 24-hour emergency facility with physician coverage.



## Hospitals

### **Sierra Vista Regional Medical Center**

1010 Murray Ave, San Luis Obispo, CA 93405  
Emergency Room Open 24 Hours

### **Twin Cities Community Hospital**

1100 Las Tablas Rd, Templeton, CA 93465  
Emergency Room Open 24 Hours

**Other local hospitals and contracted tertiary facilities when medically necessary.**



# What Is A Referral?

A referral is a request for specialist services, testing, or equipment to help a PCP deliver the best care necessary.

## Steps For Referral Processing

- PCP/Specialist submits a referral for service to the Utilization Management (UM) Department at CCPN along with documentation that supports medical necessity.
- When the referral is received in UM, Data Entry staff will check eligibility and enter the referral.
- The referral will then go to a Referral Coordinator who will check benefits, gather all received information, and forward to a UM Case Manager for determination of medical necessity.
- If the referral does not meet nationally approved criteria, the referral will be submitted to the Medical Director for final review and determination.
- We are required to process referrals within specified time-frames:

Commercial Members	Medicare Advantage Members
Expedite: 72 Hours	Expedite: 72 Hours
Routine: 5 Business Days	Routine: 14 Calendar Days

## Reasons A Referral Request Can Be Delayed:

- There is not enough documentation submitted for our Medical Director to make a decision.
- Further workup or testing is needed by the PCP or Specialist.
- We need additional time to verify health plan benefits for the service/care being requested, eg: durable medical equipment, chiropractic or acupuncture care.

## Reasons A Referral Can Be Modified:

- The required medical information was not submitted or additional tests are needed prior to approving the requested service.
- The requested specialist is not a contracted provider.

## Reasons A Referral Can Be Denied:

- The requested service is not a covered benefit under the specific medical health plan.
- The medical documentation received does not support the medical need for the service requested.

Patients may obtain a free of charge copy of the benefit provision, guideline, protocol or other similar criteria on which a denial decision was based, upon request. If you have any questions, have a problem or issue you would like to discuss, or to request a copy of the criteria used to make a decision on a referral, please contact the CCPN Customer Service department at 1-800-763-7732.

## Priority Care Program



The Priority Care Program was created to help patients and their families understand their new or current medical issues. Patients are referred to the program by their PCP, a specialist, or after hospital admission. Once you have been referred to our program, you will be scheduled for an appointment. During the first appointment you will be seen by a program provider and a nurse case manager. If during the appointment there are other services needed we have a pharmacist, community resource advisor, and/or a hospice nurse available.

Once enrolled into the program, you will be followed by our providers instead of your PCP. You will be seen for appointments in Priority Care more often than you see your PCP. We do this to make sure your complex health needs are well monitored and stabilized.

Your nurse case manager will follow your care by seeing you during your Priority Care visits. They will also call you regularly to check on your wellbeing between appointments. You are provided your nurse's phone number upon admission to the program and we want you to reach out to them as needed. Your nurse should be your first line of communication when you notice a change in your health. Your nurse is available during regular business hours to answer your questions, and help with any health related concerns. If you have a change in condition after hours or on the weekend you may call our 24 Hour Nurse Hotline at 1-855-333-2276.

When enrolled in the Priority Care Program you may be referred to various specialists that your medical conditions require. Our goal is to teach you about your medical conditions and medications and how to get the health care that you need. By providing you with case management services, we are able to help you gain the highest level of independence.

The main goal of Priority Care is for you to understand your disease processes and how to take care of your conditions. We also want you to eventually return to your PCP with the tools of how to take care of your medical conditions.



## Choices Program

At CCPN, we are eager to help you live life as fully and comfortable as possible.

Coastal Communities Physician Network wants you to know your options so you and your loved ones can make the choices that are right for you.

CCPN's Choices Program is designed to serve the special needs of patients with chronic or terminal conditions as they confront the reality of a progressive, life-limiting disease. Choices is designed to empower patients and their families with knowledge and information. As a participant in the program, you will receive the information you need to make informed decisions and the support you need to ensure your wishes are honored. The program helps guide patients and their families through one of life's most difficult periods.



Families in the Choices Program have the opportunity to participate in the discussions regarding the patient's diagnosis, treatment options, and care alternatives. The Choices team includes specialized physicians, and nurses who will explain all treatment options and respect and support the decisions you and your family ultimately make. The team will also provide information on long-term care options and health plan benefits available to you.

The Choices team will assist you in understanding and preparing advanced directives. These are legal documents that ensure your family, physicians and hospital staff know what your wishes are should you be unable to speak for yourself. Thoughtfully prepared advanced directives can ease the burden on those who will be called upon to make health care decisions for you.

## Hospice

The Choices Program includes education about hospice care. Hospice is a special type of care for patients with incurable diseases. When medical treatment cannot cure a disease, hospice can provide pain management and other comfort care, assistance for caregivers and other supportive services to the patient and family. Hospice care addresses the needs of the entire family. In addition to assisting family members with the care of the patient, hospice care may include counseling, medical social services, grief support, and chaplain services for the entire family. Electing hospice care does not mean "giving up," rather, it is a choice to live life as fully and comfortably as possible.



## Virtual Urgent Care

Urgent Care services are available from the comfort of your own home or while traveling the USA. Available exclusively for CCPN HMO members only. **No charges or co-payments.**

To schedule your Virtual Urgent Care appointment, call **1-833-710-2236**.

Available **365 days a year**, 8 a.m. - 8 p.m.



## 24-Hour Nurse Hotline

A call to the 24 hr. Nurse Hotline may provide you with the answers you need to direct you to the urgent care for services, potentially alleviating the long waiting experience when visiting the hospital Emergency Room.

To speak with a nurse, call **1-855-333-2276**.

On call **24 hours** a day, **7 days** a week.



## Health Education

Our Health Education Department offers a pre-bariatric 6-Month Weight Management Program for people pursuing bariatric weight loss surgery. We also offer one-on-one appointments with Registered Dietitians for chronic disease management and weight management.

### Diabetic Supplies \*

Order supplies from CCPN Health Education and have supplies shipped free of charge to your home. Contact our CCPN Health Education Department for more information. | \*Use of this service is based on member's health plan enrollment.

For more information, call **(805) 540-6207**



# Customer Service

## Our Pledge...

We C.A.R.E. Our pledge is to meet our members' needs in an atmosphere of caring, compassion, friendliness, dignity and respect. We ensure patient confidentiality; we will accept responsibility for our actions; we will respect our customers; we will exceed our customers' expectations.

The CCPN Customer Service Department is comprised of knowledgeable, sensitive representatives who are dedicated to total member satisfaction. It is our goal to provide timely, professional, effective and efficient service to all customers.

Members may contact Customer Service for any of the following services:

- Insurance eligibility
- Assistance with selecting or changing a physician
- Referral resolution
- Clarification on health care benefits
- Claims status and billing statement questions
- Health care compliments and/or complaints
- Health care education resources

At CCPN, your voice matters! Our friendly Customer Service Representatives are here to serve you!

## How can we help you?

Call our Customer Service Department Monday to Friday, from 8:00 a.m. – 5:00 p.m. TDD/TTY users can call (800) 735-2929 (English) / (800) 855-3000 (Spanish). Visit our website to view additional information including your member rights and responsibilities, non-English language support and member options for grievance resolutions.

Give us a call at **1 (800) 763-7732**



**We C.A.R.E.**

Where caring comes to life

## Connecting to our members

Join us on Facebook, Twitter, and Instagram for regular updates and health information  
**#CCPNSLO #YourCommunityYourChoice**



@CCPNSLO



@CoastalCommunitiesPhysicianNetwork



@CCPNSLO

## CCPN Contacts

### Main

800-763-7732

### Main (Toll-Free)

1-800-763-7732

### Customer Service

1-800-763-7732

Need help with authorizations and referrals? **CALL CUSTOMER SERVICE**

### Centralized Scheduling

CCPN SLO - 805-540-5035

CCPN South - 805-566-6011

CCPN North - 805-239-0644

To schedule with a contracted provider, please contact their office directly.

### 24-Hour Nurse Hotline

1-855-333-2276

### Virtual Urgent Care

1-833-710-2236

### Marketing Department

805-540-6204

### Health Education

805-540-6207

### TDD/TTY

(800) 735-2929 (English)

(800) 855-3000 (Spanish)



Visit our website for up-to-date information – [ccpnhpn.com](http://ccpnhpn.com)

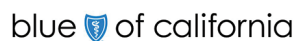


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## Affiliated Health Plans

### Individual and Employer Group Coverage

Managed care coverage through an HMO sold through employers or directly to individuals.



### Medicare Advantage Plans

Medicare managed care coverage offered by private health plans.

