



CCPN
Welcome

At CCPN we encourage everyone
to live life well.



Patient Rights and Responsibilities

Member Rights

Members have rights and associated responsibilities in the course of their health care service delivery. All contracted health plans have formal statements of member rights and responsibilities. The following represents some of the rights a member has:

1. Be treated with dignity and respect.
2. Exercise these rights without regard to gender, sexual orientation or religious background.
3. Be provided with information about Coastal Communities Physician Network, its services, and the health care service delivery process.
4. Be informed of non-emergent cost of care and receive an explanation of the member's financial obligations as appropriate, prior to incurring the expense (including co-payments, deductibles, and coinsurance).
5. Examine and receive an explanation of bills generated for services delivered to the member and payable by member (e.g. non-covered services).
6. Have 24-hour access to the member's primary care physician (or covering physician).
7. Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the member, in order to give informed consent or to refuse the course of treatment.
8. Actively participate in decisions regarding the member's health care and treatment plan, regardless of cost or benefit coverage. To the extent permitted by law, this includes the right to refuse any procedure or treatment. If the recommended procedure or treatment is refused, and explanation will be given addressing the effect that this will have on the member's health.
9. Receive reasonable continuity of care and be given timely and sensible responses to questions and requests made for service.
10. Voice complaints or appeals about Coastal Communities Physician Network or the care it provides.
11. Make recommendations regarding Coastal Communities Physician Network members' rights and responsibilities policies.
12. Upon request, utilization management criteria used to authorize, modify, or deny health care services are available to the public.
13. Member will not be refused treatment or be discriminated against for having completed an advance directive.
14. Be represented by parents, guardians, family members or other conservators if members are unable to fully participate in their treatment plan.

Coastal Communities Physician Network requires that physicians and health care professionals make medical decisions based on member's medical needs. We do not compensate anyone for denying coverage or service, and we do not use financial incentives to encourage denials of any needed medical service. To prevent inappropriate decision making, CCPN monitors for under - and over - utilization by analyzing data to identify causes and then takes actions to correct any instances of potential or actual under- or over-utilization.

Updated October 2024

Patient Rights and Responsibilities

Member Responsibilities

The following represents some of the responsibilities a member has:

1. Be familiar with the benefits and exclusions of the member's health plan coverage.
2. Provide the member's health care provider with complete and accurate information, which is necessary for the care of the member (to the extent possible).
3. Be on time for all appointments and notify the provider's office as far in advance as possible for appointment cancellation and rescheduling.
4. Report changes in the member's condition according to provider instructions.
5. Inform providers of the member's inability to understand information given to him/her.
6. Treat the health care providers and staff with respect and dignity.
7. Contact the member's primary care physician (or covering physician) for any care, which is needed after that physician's normal office hours.
8. Obtain an authorized referral from the member's primary care physician for a visit to a specialist and/or to receive any specialty care.
9. Follow the treatment plan, which has been developed and agreed upon by the health care provider and member, and understand the health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
10. Be familiar and comply with Coastal Communities Physician Network's health care service delivery system regarding questions and assistance.
11. Respect the rights, property, and environment of all physicians and Coastal Communities Physician Network providers, staff, and other members.
12. Pay required co-payment or co-insurance amounts.

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:



CCPN North

325 Posada Lane,
Templeton, CA 93465

805-239-0644



CCPN North (and Lab)

265 Posada Lane,
Templeton, CA 93465

805-239-0644



CCPN SLO Casa Street

35 Casa Street,
Suite 170,
San Luis Obispo,
CA 93401

805-540-5035



CCPN SLO Peach Street

1035 Peach Street,
Suite 301,
San Luis Obispo,
CA 93401

805-369-8860



CCPN South

336 S. Halcyon Road,
Suite 110,
Arroyo Grande,
CA 93420

805-556-6011

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.

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 facilities listed below:

Carbon Health

Formerly MedPost Urgent Care

500 1st Street
Paso Robles, CA 93446
(805) 226-4222
Every day, 8 a.m. - 8 p.m.

Carbon Health

Formerly MedPost Urgent Care

7330 El Camino Real
Atascadero, CA 93422
(805) 703-2501
Mon, Tue, Thu, Fri, Sat, 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 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 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.

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 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.

For more information about our contracted Urgent Care services, please visit our website at ccpnhpn.com

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

Radiology Diagnostic Center

1310 Las Tablas Road, Ste 103
Templeton, CA 93465
805-434-0829

Coastal Diagnostic Imaging Center

921 Oak Park Blvd, Ste 100-B
Pismo Beach, CA 93449
805-481-4705

Five Cities Medical Imaging

921 Oak Park Blvd, Ste 102
Pismo Beach, CA 93449
805-779-7900

Selma Carlson Diagnostic Center

77 Casa Street, Ste 102
San Luis Obispo, CA 93405
805-546-7733

Digital Medical Imaging

522 East Plaza Drive
Santa Maria, CA 93454
805-928-3673

Laboratory Services – LabCorp (Formerly 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 www.labcorp.com

Atascadero

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

Paso Robles

112 Niblick Road
Paso Robles, CA 93446
805-238-5500

Santa Maria

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

Los Osos

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

Pismo Beach

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

Templeton

1050 Las Tablas Road, Ste 13
Templeton, CA 93465
805-541-6033

Morro Bay

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

San Luis Obispo

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

CCPN Walk-In Lab Draw Clinic

CCPN offers a walk-in lab draw station **for CCPN members only.**

265 Posada Lane, Ste C
Templeton, CA 93465
805-239-0644

Preferred Network of Hospitals

Accessing Care

- For routine care, call your Primary Care Provider (PCP) to schedule a visit.
- For non-life threatening medical conditions, please utilize one of the Urgent Care facilities listed on page 3.
- For emergency services, (life or limb threatening), call 911 or go to the nearest emergency room.

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.

Hospitalization

Anytime you need hospitalization, your Primary Care Provider (PCP) must make the necessary arrangements. If you are hospitalized during an emergency, you should contact your PCP following discharge from the hospital to schedule follow-up care. If you have difficulty contacting and/or scheduling a follow up appointment with your PCP, we encourage you to contact the concierge nurse coordinator at (805) 369-8806 to assist with scheduling.



Hospitals

Adventist Health Sierra Vista

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

Adventist Health Twin Cities

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 and the services are available by 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 is designed 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 a hospital admission. After you are referred to our program, you will be offered an appointment. During the first appointment, you will be seen by a program provider and a nurse case manager.

Once enrolled into the program, you will be followed closely by our providers instead of your PCP. Your nurse case manager will help manage the care you need by seeing you during your Priority Care visits and will be available during regular business hours to take your phone call if you have any questions or health related concerns. If you have a change in condition or health related questions after hours or on the weekend, you may call our 24 Hour Nurse Hotline at 1-855-333-2276.

The main goal of Priority Care is for you to understand your disease processes and how to take care of your conditions. By providing you with case management services, we are able to help you gain the highest level of independence.

High Risk Outpatient Case Management

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

The High Risk Outpatient Case Management program is designed to help patients manage their healthcare needs, provide education and resources on their health conditions, and assist patients in navigating the healthcare system.

The High Risk Outpatient Case Management program consists of nurse case managers who are available to assist with your healthcare needs telephonically when help is needed. You may refer yourself to the program by calling our Customer Service Department or your doctor can refer you.

The main goal of the High Risk Outpatient Case Management program is to successfully help you with your healthcare need(s) by providing you with knowledgeable and resourceful case manager assistance.



Concierge Nurse Coordinator Services

Are you having difficulty accessing care and scheduling appointments?

We have designated a knowledgeable nurse coordinator that is ready to provide immediate assistance with appointments over the phone or via email. Bakersfield Family Medical Center / Heritage Physician Network is excited to provide this new service available to patients Monday - Friday 8am to 5pm.

You may call the Concierge Nurse Coordinator directly at **805-369-8806**. You may also contact the nurse via email at **conciergenurse casemanagement@bfmc.com**. You are encouraged to provide as many details as you can on how the nurse can best assist you. Once the email is received, you should receive a same day response.



Virtual Urgent Care

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

To schedule your Virtual Urgent Care appointment, call **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 **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**



CCPN Contacts

Main

800-763-7732

Main (Toll-Free)

800-763-7732

Customer Service

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

855-333-2276

Virtual Urgent Care

833-710-2236

Nurse Concierge

805-369-8806

Marketing Department

805-540-6204

Health Education

805-540-6207

TDD/TTY

800-735-2929 (English)

800-855-3000 (Spanish)

ER/Urgent Admission Post Stabilization

833-554-2958



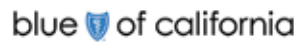
Visit our website for up-to-date information – ccpnhpn.com

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



Medicare Advantage Plans

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