



CEDARS-SINAI HEALTH ASSOCIATES

Phone: 1-800-773-2742
www.cedars-sinaihealthassociates.org

YOUR PARTNER IN HEALTH

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**Patient Guide to
Cedars-Sinai
Health Associates**



Welcome to Cedars-Sinai Health Associates. You have selected one of the most trusted physician organizations in Southern California. Cedars-Sinai Health Associates has more than 80 primary care physicians and 700 specialists within our network, who are committed to working with you to reach your wellness goals, to coordinating your specialty care and to collaborating with colleagues to ensure you receive quality, comprehensive medical care.

Cedars-Sinai Health Associates is a network of individual physicians with independent offices throughout Los Angeles. Our physicians have formed an independent physician association (IPA) to serve your managed care medical needs. By working with the IPA, the doctors can enter into contracts with managed care insurers and coordinate your healthcare. Physicians with Cedars-Sinai Health Associates maintain private offices while being available to people with managed care health insurance. If you are a member of a managed care plan and choose a Cedars-Sinai Health Associates physician as your primary care physician, the physician will oversee your medical needs and coordinate any specialist care.

If you have questions about choosing a Cedars-Sinai Health Associates physician, please contact the Patient Services Department at (800) 773-2742.



Accessing Care

Speaking with Your Doctor

Your doctor wants to return your calls as quickly as possible and will do so between appointments or at the end of the day. Please leave telephone numbers where you can be reached throughout the day. If your medical condition requires immediate attention, please let your doctor know so that he or she can assist you.

If you have a complicated matter to discuss with your doctor, please schedule an office visit.

Prescription Refills

If you need a prescription refilled, you will be served most quickly if your pharmacy calls or sends a fax. If you call your doctor's office for a refill, please provide the name, dosage and number of tablets (or duration). Please plan for up to two working days for your refills to be authorized. We can best serve you if you contact your doctor's office between Monday and Friday. If you are taking a medication for a chronic condition, your physician will provide the maximum duration of medication as dictated by good medical practice and your insurance company's policies, which may vary from 30 days to one year.

Test Results

The time needed to receive lab test results varies depending on the test. During your visit, please ask your doctor how and when you will receive your results.

Appointments

Please arrive 15 minutes before your scheduled appointment. If you are a new patient, please arrive 30 minutes before your appointment. Call your doctor's office if you think you will be late; otherwise, it may be necessary to reschedule your appointment. Please contact your doctor 24 hours before the appointment if you need to cancel so the staff can schedule something more convenient for you. Also, please bring your current medications to every office visit.

Insurance

Cedars-Sinai Health Associates accepts most health insurance plans. Please check with your doctor's office to see which plans he or she accepts. Please bring your insurance card and co-payment (if required) to every office visit.

Hospital Care

Cedars-Sinai Health Associates is proud to use Cedars-Sinai Medical Center as our primary hospital. Your primary care physician works closely with physicians, called hospitalists, who specialize in hospital care to ensure



the best possible treatment for you. These physicians will see you in the hospital and consult daily with your doctor to maintain continuity in your care.

Emergency Services

If you require emergency care during office hours, please contact your primary care physician first. Your physician may advise you to visit the emergency room if your condition needs emergency care. Our first goal would be to accommodate you in the physician's office so that you can avoid the stress and expense of an emergency room visit. Cedars-Sinai Health Associates is proud to be exclusively contracted with Cedars-Sinai Medical Center. Should you require care outside Cedars-Sinai Health Associates' service area or at another emergency room, please obtain copies of all tests taken, and contact your physician as soon as possible to determine the best course of care. We encourage you to use Cedars-Sinai Medical Center's emergency room so that your care will be coordinated within the Cedars-Sinai Health Associates network.

Referral to a Specialist

Depending on your insurance, you may need a referral from your physician to see a specialist. If so, and your physician decides it is medically necessary, please allow seven to 10 business days for this process. For most initial consultations, you will receive authorization immediately from your primary care physician. Please see the Frequently Asked Questions section for more information on referrals.

If you have a point-of-service (POS) option with your health plan, you may seek specialty care without an authorization and/or outside the Cedars-Sinai Health Associates network. Please be advised, however, that any follow-up care or services recommended by a physician not affiliated with Cedars-Sinai Health Associates will not automatically be approved by your doctor.

Specialized Services

Cedars-Sinai Health Associates has developed comprehensive programs for people with chronic illnesses that require specialized healthcare management. Our Disease Management team works closely with each patient's personal physician to provide extensive education, help manage individual medication needs and monitor patient progress. Patients who have been diagnosed



with asthma, diabetes, cardiovascular disease and hepatitis C may be eligible to participate in one of our disease management programs. These programs are designed to help you function at the highest level possible and remain in control of your health.

Anticoagulation Services

Patients receiving anticoagulation therapy (such as warfarin) are monitored closely by a clinical pharmacist. Patients are educated about anticoagulation therapy, drug and dietary interactions, laboratory monitoring and possible side effects. The international normalized ratio (INR), the standard measuring scale for blood-clotting time, is determined by a simple finger stick, and the warfarin dose is adjusted as necessary to keep the INR at goal.

Asthma

A clinical pharmacist provides education and self-management skills, including identification of asthma triggers and correct usage of inhalers, spacers and peak flow meters. Individualized treatment plans may include medications and other methods for preventing asthma attacks.

Cardiovascular Risk Reduction

This program is designed to help manage symptoms of heart disease and to reduce the risk of this illness in patients with high blood pressure or high cholesterol. Specialists provide comprehensive education about heart disease and adjust medication therapy to achieve optimal blood pressure and cholesterol levels.



Diabetes

Patients are thoroughly educated on the proper techniques for managing diabetes and implementing lifestyle modifications. A certified diabetes educator initiates and adjusts medication as necessary, and routinely monitors the patient's progress.

Hepatitis C

A clinical pharmacist, in collaboration with a gastrointestinal specialist, provides detailed education, self-injection techniques and self-management strategies for coping with the side effects of treatment. The pharmacist continues to monitor the patient's therapy as necessary.

Nutrition

A registered dietitian devises individualized meal plans and healthy eating strategies for patients with diabetes, high blood pressure or high cholesterol, as well as those in need of weight management.

Smoking Cessation

Quitting smoking can be a difficult and complicated process. A clinical pharmacist provides health information about smoking and the benefits of quitting, and develops an individualized plan that may include prescription medications or nicotine

replacement therapy. The pharmacist also offers strategies for behavioral modifications and craving control to gradually quit and stay smoke free.

Travel Consultation and Immunization Services

A clinical pharmacist provides a detailed and personalized consultation about health risks, food and water precautions, required immunizations and disease prevention strategies during travels outside the United States. In one visit, patients receive required immunizations and health information, as well as country information and travel warnings issued by the U.S. Department of State.

For more information about the specialized Disease Management Programs, please contact us at:

- 250 N. Robertson Blvd., Suite 601
Beverly Hills, CA 90211
Phone: (310) 385-3534
Fax: (310) 385-3577

If you would like more information about the Nutrition Program, please contact us at:

- 250 N. Robertson Blvd., Suite 606
Beverly Hills, CA 90211
Phone: (310) 385-3385
Fax: (310) 247-9112

Frequently Asked Questions

The healthcare industry is complex. At Cedars-Sinai Health Associates we feel it is important to provide you with the educational tools to help you become more informed about your healthcare choices and the care you are currently receiving. If you have additional questions, please call our Patient Services Department at (800) 773-2742, or visit our website at www.cedars-sinaihealthassociates.org and click on Frequently Asked Questions. We want to make sure your questions are answered.

How do I choose a doctor, and can I change doctors within Cedars-Sinai Health Associates?

As a member of a health maintenance organization (HMO), your health plan requires you to choose a primary care physician (PCP). Many of you choose your doctor from word of mouth (i.e., recommendations from friends, co-workers and family). At Cedars-Sinai Health Associates, we know having a relationship with your doctor is important, and we want to help you find the right doctor for you. To help you choose your doctor, you can call our Patient Services Department at (800) 773-2742, and our staff can provide you with the credentials of our doctors, such as education, internship and residency information, and how long they have been in practice.

If, for whatever reason, you do not wish to stay with your current doctor and would like to select another one, you can still make that change and stay with Cedars-Sinai Health Associates. Again, our Patient Services Department can help you with this process.

What's the difference between an HMO, a PPO and a POS?

Health maintenance organizations (HMO)

coordinate your care through a network of physicians and hospitals. Patients often choose an HMO because it is less expensive. However, HMO members may need to pay small fees (co-payments) for doctor visits, hospital admissions and prescriptions. HMO members choose a primary care physician (PCP) who coordinates their medical care, provides referrals to specialists and facilitates hospital admissions. Cedars-Sinai Health Associates has more than 80 primary care physicians from which you can choose. HMOs require their members to obtain appropriate authorization to see specialists. Unauthorized hospital or specialist care may not be covered.

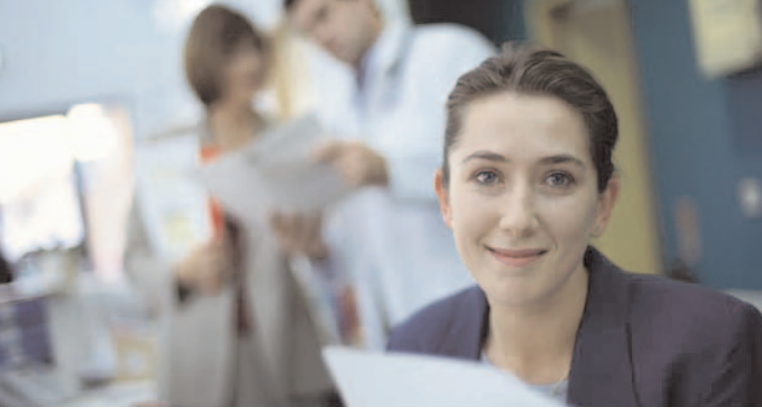
Preferred provider organizations (PPO) are groups of doctors that provide medical services at discounted rates. With a PPO, you do not have to choose a primary care provider, and you can go to any network specialist without a referral. However, you are encouraged to

use the PPO's contracted providers, called "preferred providers." If you decide to see a physician outside the network, your out-of-pocket costs will increase.

Point-of-service (POS) – If you have a point-of-service (POS) plan, your insurance is HMO, but you are paying a higher premium so you have the option to go outside the HMO network for services. However, any follow-up care or services (e.g., diagnostic tests) recommended by a physician not affiliated with Cedars-Sinai Health Associates will not automatically be approved by your PCP. You will need to see physicians within the Cedars-Sinai Health Associates network to receive the highest level of benefits for all tests and treatments.

I am about to turn 65 years old. Can I stay with Cedars-Sinai Health Associates?

All Cedars-Sinai Health Associates physicians accept Medicare. However, Cedars-Sinai Health Associates does not currently contract with a Medicare+Choice HMO plan. If you plan to select a Medicare+Choice HMO plan and would like to learn about your options, please contact the Patient Services Department at (800) 773-2742.



How do I obtain a referral from my primary care physician?

Receiving appropriate and timely referrals is an important part of your medical care. The primary care physicians at Cedars-Sinai Health Associates are trained in all the biological systems (e.g., dermatology, cardiology and pulmonology). Your doctor will discuss appropriate treatments for your medical condition and will refer you to a specialist when medically necessary. For most initial consultations, you will receive authorization immediately from your primary care physician. For other types of referrals, please allow seven to 10 business days to receive authorization. If your physician determines that the referral is urgent, you will receive authorization within 72 hours. Decisions to approve or deny referral requests are based only on the appropriateness of the care or service being requested and the existence of coverage for that service. None of our physicians or staff members is encouraged or rewarded, financially or otherwise, for issuing denials. You can feel confident that your medical history will be communicated to your specialist and that your doctors will work as a team to make sure you receive comprehensive, quality medical care.

How do I access care after business hours?

After-hours care is generally provided through the Ruth and Harry Roman Emergency Department at Cedars-Sinai Medical Center or the nearest hospital, depending on the medical necessity. Should you require care outside Cedars-Sinai Health Associates' service area or at another emergency room, please obtain copies of all tests taken, and contact your primary care physician as soon as possible to determine the best course of care.

Voice of the Customer Program (Continuous Quality Improvement)

At Cedars-Sinai Health Associates, we have a Voice of the Customer Program that allows you, our customer and patient, to provide us with feedback about the quality of care and services you have received. Your questions and concerns are important to us, and we want to hear from you. Therefore, please call our Patient Services Department at (800) 773-2742.

Learn More about Us

You can learn more about your doctor, our services, office locations, telephone numbers and business hours on our website at www.cedars-sinaihealthassociates.org.

For more information about Cedars-Sinai Health Associates, please contact our Patient Services Department from 8:30 a.m. to 5:30 p.m., Monday through Friday at (800) 773-2742.