



# KAMG

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If you have a question or issue that is not listed below, please contact our Provider Relations Department at 1 (844) 477-7777.

## **Which insurance health plans does Korean American Medical Group accept?**

*Korean American Medical Group works with the leading HMO health plans to give you access to an exceptional network of independent physicians in the downtown Los Angeles area.*

*Click on the plan name to visit each health plan's web site for more detailed information:*

### **Commercial Plans**

Aetna Health Plan	<a href="http://www.aetna.com">www.aetna.com</a>
Anthem Blue Cross Health Plan	<a href="http://www.anthem.com/ca">www.anthem.com/ca</a>
Blue Shield Health Plan	<a href="http://www.blueshieldca.com">www.blueshieldca.com</a>
CIGNA Health Plan	<a href="http://www.cigna.com">www.cigna.com</a>
Health Net Health Plan	<a href="http://www.healthnet.com">www.healthnet.com</a>
United Healthcare Health Plan	<a href="http://www.uhc.com">www.uhc.com</a>

### **Medicare Advantage Plans (Seniors)**

Blue Shield 65 Health Plan	<a href="http://www.blueshieldca.com">www.blueshieldca.com</a>
Brand New Day Health Plan	<a href="http://www.bndhmo.com">www.bndhmo.com</a>
Care1st Health Plan	<a href="http://www.Care1st.com">www.Care1st.com</a>
CareMore Health Plan	<a href="http://www.caremore.com">www.caremore.com</a>
Central Health Plan	<a href="http://www.centralhealthplan.com">www.centralhealthplan.com</a>
Easy Choice Health Plan	<a href="http://www.easychoicehealthplan.com">www.easychoicehealthplan.com</a>
Health Net Senior	<a href="http://www.healthnet.com">www.healthnet.com</a>
Secure Horizon Health Plan	<a href="http://www.uhc.com">www.uhc.com</a>

**What is a primary care physician (PCP)?**

*A primary care physician (PCP) is responsible for coordinating all of your healthcare needs, including managing your annual exams, preventative care, routine illnesses and minor injuries, prescription medications and referrals to specialists and hospitals.*

**How do I choose a primary care physician?**

*Your choice of a PCP is important. To see a list of our physicians and learn more about their specialties and office locations, check our Physician Directory. You may also contact our Customer Relations Department or your health plan's member services department for further assistance. Some physicians may belong to more than one medical group, so be sure to clearly indicate Korean American Medical Group as your medical group when you select your physician.*

**How do I change my primary care physician?**

*You must contact your health plan directly to change your primary care physician. The contact information for your health plan is on the back of your insurance card or you can visit the health plan's website. Some physicians may belong to more than one medical group, so be sure to clearly indicate Korean American Medical Group as your medical group when you select your physician.*

*Check our Physician Directory to see a list of our physicians.*

**How can I see a specialist?**

*Certain medical conditions may require you to see a specialist. Korean American Medical Group has an extensive network of specialists and other health care providers to serve your medical needs. Prior authorization may be required prior to seeing a specialist. Some health plans give patients the ability to self-refer to certain specialty services such as Obstetrics/Gynecology. Your PCP will let you know what type of information will be needed to bring to the specialist such as medical records, test results or authorizations.*

**How do I choose and enroll in Korean American Medical Group?**

*Your choice of a PCP and medical group is important. Assess your family's medical needs and define the type of physician you want. Our Customer Relations department can assist you with information about Korean American Medical Group's primary care and specialty physicians. They can also provide you with the Provider ID numbers needed for your health plan enrollment forms. Once you have chosen your PCP, you will need to inform your Health Plan of*

*your decision. You can also check our [Physician Directory](#) to see a list of our physicians.*

**How do I change my enrollment information?**

*You will need to contact your health plan directly if you need to change/update your address or personal information.*

**Which Hospital do I go to for emergencies?**

*For any life-threatening emergency, call 911 or go directly to the nearest hospital emergency room.*

**When should I go to the emergency room for treatment?**

*In a life-threatening situation, always call 911 or go to the nearest emergency room. Life-threatening situations are those medical situations that may result in permanent physician impairment or death if not treated immediately, such as chest pains, excessive bleeding and broken bones. You do not need to wait for authorization to visit the emergency room. However, you must inform your primary care physician and health plan, usually within 48 hours of your visit.*

**When should I go to an urgent care for treatment?**

*In non-life-threatening situations, first contact your primary care physician and describe your symptoms. Your physician will advise you on the appropriate course of action.*

*In non-life-threatening situations, you can contact your primary care physician's office and their answering service can assist you in talking to your doctor or direct you to someone who can help you.*

**Which hospitals may I use as a member in Korean American Medical Group?**

*As a member of Korean American Medical Group, you have access to [Good Samaritan Hospital](#), which is one of the best hospitals in the Los Angeles area. If you have a need for hospital care, your physician will arrange the services that best meets your needs.*

**Who takes care of me in the hospital?**

*Korean American Medical Group wants to make sure that your hospital stay is a positive, healing experience. That is why KAMG has inpatient care teams of doctors called "hospitalists" who partner with your primary and specialty physicians to care for you while you are hospitalized. Our mission is to coordinate and oversee your care that is delivered with compassion and excellence to get you well and home to your family and loved ones.*

**Which outpatient surgery center may I use as a member in Korean American**

## **Medical Group?**

*As a member of Korean American Medical Group, you have access to the [Good Samaritan Hospital's - Outpatient Surgical Center](#). Your physician will arrange the services that best meets your needs.*

## **Where do I go if I need to have lab work done?**

*For all lab services, you must have a lab service request form from your physician detailing the requested lab tests. The name of the lab and the phone number will be listed on the lab service request form provided by your physician.*

*Korean American Medical Group contracts with Quest Diagnostics for all of its outpatient lab services. Please see the attached link to find a convenient testing center near you. [www.questdiagnostics.com](http://www.questdiagnostics.com)*

## **Where can I get a mammogram?**

*Korean American Medical Group proudly offers several local radiology facilities that perform mammograms. Your physician will discuss your options with you directly.*

*When you receive a referral for a mammogram from your physician, the referral authorization will include information on how to contact the facility to make an appointment..*

## **Where do I go for x-rays or radiology services?**

*Korean American Medical Group contracts with several local diagnostic radiology service centers. Your physician will discuss the need for these types of services with you and will provide the necessary referral information.*

## **Where do I go if I need physical therapy?**

*Korean American Medical Group contracts with several local Physical Therapy providers.*

*Your physician will discuss with you any requirements for physical therapy services and will provide you with the necessary referral information.*

## **Do I need a referral to see a specialist?**

*Yes, referral authorizations are required prior to seeing a specialist. A referral is a written communication that enables your primary care physician (PCP) to send you to a specialist that participates in Korean American Medical Group. Your physician may refer you to a specialist whenever your condition warrants specific specialty services. Korean American Medical Group has an on-line electronic referral program that facilitates timely referrals.*

## **If a referral is denied, what is my next step?**

*If you receive a letter in the mail denying a requested service, the document will include instructions regarding your appeal rights as a patient. You may also*

*contact Korean American Medical Group's Customer Relations Department at 213-351-4300 or your health plan's member services department for additional assistance.*

**What pharmacies can I go to as a member of Korean American Medical Group?**

*Pharmacy benefits are administered through your health plan. You can contact your health plan for information on your pharmacy benefits or applicable co-payments and a list of available pharmacies.*

**Billing and Claims**

**I am receiving a bill. What do I do?**

*Contact Korean American Medical Group's Customer Relations Department at 213-351-4300 and inform them of the type of bill you received. They will help determine if this was billed to you in error or if this amount is part of your co-insurance or co-payment benefit responsibility.*

**I believe I have reached my co-pay maximum. What do I do?**

*Contact your health plan's member services department directly to determine if you have reached your co-payment maximum. That number can be found on the back of your insurance card.*