



661.716.7100

www.gemcare.com

How to Obtain Medical Care

Using your health plan through GEMCare is easy. When you enrolled in your health plan you chose a primary care physician for yourself and your family members. This physician is responsible for all your health care needs, and will refer you to specialists when medically necessary.

When you or a family member need medical care, just call your primary care physician directly to schedule an appointment.

If You Need an Authorization

These are the steps involved with the processing of authorizations for specialist services, ancillary services, facilities and other care needs:

■ After conferring with and/or examining you, your Primary Care Physician (PCP) determines the need for further services.

■ Your PCP office initiates an Authorization Request, containing your demographic and health plan information, and outlining the clinical indication for the referral, including diagnosis and symptoms, treatment to date, test results, etc. The form is sent to Managed Care Systems, LP (MCS) for processing.

■ MCS verifies eligibility and benefits for the requested service, then reviews the referral for medical necessity and appropriateness. Most routine requests are approved and processed within two working days.



Urgent requests are handled as soon as they are received. Those requests requiring further clinical information, benefit determination or other action are reviewed by a physician. Authorizations are either approved, pended for more information, approved as modified or denied.

■ If a request is denied or modified for any reason, a letter is forwarded to you, explaining the reason for the denial or modification and outlining your appeal options.

■ Approved authorizations are entered into our management information system. The hard copy that is generated is sent to your PCP's office and to the referred provider of service. For most services a notice is mailed to you directing you to call and make an appointment. Some authorizations are not mailed due to

the urgent nature of the authorization or its confidential nature.

■ After rendering services, the referred provider bills MCS. The claim is matched to the authorization in the system, and the claim is paid.

There are select services which the above would not apply. Those services include:

- OB/GYN
- Optometry
- Rheumatology
- Surgery
- Radiology (*Most services except MRI and CT scans*)
- Vascular Surgery
- Laboratory

If your PCP determines that any of the listed services above are needed, a Specialty Service

Urgent Care Facilities

Concentra Urgent Care

661.282.4900
9500 Stockdale Highway, #100
Bakersfield, CA 93311

Memorial Urgent Care

661.326.0088
3838 San Dimas, #B-100
Bakersfield, CA 93301

Pedi Center

661.410.9500
9900 Stockdale Highway, #105
Bakersfield, CA 93311

Sendas Northwest Urgent Care

661.587.2500
3409 Calloway Drive, #101
Bakersfield, CA 93312

Westside Urgent Care

661.765.1935
101 Adkisson Way
Taft, CA 93268

Emergency Facilities

Mercy Hospital

661.632.5000
2215 Truxtun Avenue
Bakersfield, CA 93301

Mercy Southwest Hospital

661.663.6000
400 Old River Road
Bakersfield, CA 93311

Memorial Hospital

661.327.1792
420 34th Street
Bakersfield, CA 93301

Kern Valley Hospital

760.379.2681
6412 Laurel Avenue
Lake Isabella, CA 93240

Request Authorization form, Lab slip or Radiology slip is given directly to you. Your PCP will either schedule an appointment for you or information will be provided for you to schedule the appointment yourself. Some services do not require an appointment to be made (i.e. laboratory, radiology).

For optometry services, you may call one of GEMCare's contracted optometrists directly and make an appointment.

In Case of an Emergency

An emergency is defined as a situation that requires immediate intervention to assist a person with potentially disabling or life-threatening conditions. Every health plan has its own definition, so please refer to your health plan information for its definition and any special procedures which may apply. Generally there will be a higher copay amount for any Emergency Room or Urgent Care visit. If you or a family member find yourself in an emergency situation, do as follows:

- Call your PCP or the GEMCare Health Line (refer to GEMCare Health Line).
- If the illness or condition does not permit you to contact your physician, you should go directly to the nearest treatment facility. If possible go to one of the contracted facilities listed on this brochure.
- If you were not able to contact your primary care physician before seeking treatment, you or someone on your behalf should do so as soon as possible afterwards.
- All follow-up care must be either performed or authorized by your primary care physician.

GEMCare Health Line

In order to better help you in accessing care in emergent or urgent situations, GEMCare offers a telephone triage nurse. This service is provided to you by GEMCare Health Line and means that you can talk to a trained professional who can answer your medical questions and concerns.



GEMCare Health Line

661.716.7100

800.414.5860

**Weekends and Holidays
24 hours**

During the hours when your physician's office is open, please call your physician directly for advice.

Some Important Advice

- Always carry your health plan identification card with you. Also, always carry your primary care physician's phone number.
- Study your health plan coverage. You may be subject to some unnecessary expenses if your health plan is not used properly.
- Educate your close family and friends about your health plan coverage.

If you have any questions, please call GEMCare Customer Services at 661.716.7100 or 800.414.5860.