Member Guide

For Medicare Advantage Members
with Monarch HealthCare
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Welcome to Monarch HealthCare

Thank you for choosing a primary care physician (PCP) with Monarch HealthCare! With offices in Orange County and Long Beach, Monarch doctors practice according to a simple and important philosophy of care, “patients first.”

Customer Service is Here to Help

If you have questions about medical equipment, finding a laboratory, or getting care when your doctor’s office is closed, we can help. Call us Monday – Friday, 8:30 am – 5:00 pm.

IMPORTANT NUMBERS

Main Number ..................... 888-767-2222

Seniors ............................ 877-466-6627
877-GO-MONARCH

Spanish ............................. 888-662-7476
866-6-MARIPOSA

Vietnamese ......................... 877-222-7401
877-BacSi-01

Translation available in other languages
When You Visit Your Primary Care Physician

After you receive your health plan identification card, please schedule a “get-to-know-you” visit with your primary care physician (PCP). You don’t have to be sick to set this appointment. If you’re new to the practice, arrange for all medical records to be sent in advance.

Your PCP Coordinates Your Care

Your PCP oversees your care. Most care is coordinated by your PCP and the office staff. When your doctor initiates a referral for care, you’ll be notified when it’s approved. Most approvals are completed within 24 – 48 hours. If you have questions about the referral, please call your PCP or Monarch HealthCare’s Customer Service.

Below are a few examples of referrals, services or equipment your PCP may order for you:

- Visit to specialist
- Radiology (e.g. X-ray, MRI, CT scan, ultrasound)
- Laboratory (e.g. blood, urine specimens)
- Rehabilitation (e.g. physical therapy, speech therapy)
- Equipment (e.g. after surgery, for diabetes testing)
- Medication

Please ask your PCP if you need medical services or medical equipment. If you have questions about a plan benefit, please refer to your health plan’s evidence of coverage, check the drug formulary, call your plan or call us at Monarch!
Preventative Health Care Recommendations

Monarch HealthCare doctors encourage you to take an active part in staying healthy. If you have ongoing health issues, special needs or a family history of medical conditions, talk to your doctor about developing a plan to address them.

Routine Care and Tests

- Annual visit with your PCP for routine mental and physical exam
- Blood pressure checks every visit (maintain less than 140/90)
- BMI (body mass index) less than 25 – 27
- Flu vaccination
- Pneumonia vaccination

In addition to routine care, please talk to your doctor about these important health topics:

- How to manage an overactive bladder
- Anxiety, stress or depression
- How to reduce the risk of falls
- Frequency of colorectal cancer screening
- Use and side effects of prescription and over-the-counter medications
- Pain relief and non-medication alternatives
- Amount of physical activity needed to improve and maintain health

Annual Roadmap to Health

Our Annual Roadmap to Health includes important tests, screenings and recommendations to discuss with your doctor to keep you on the path to wellness and optimal health. Call customer service at 888-466-6627 to receive your free copy!
Tests for Men
• Prostate exam and PSA (prostate specific antigen) blood test

Tests for Women
• Pelvic and PAP testing (cervical cancer screening)
• Mammogram (breast cancer screening) every other year or when recommended
• Osteoporosis testing or bone mineral test (DEXA scan) after age 65 and/or after a fracture

Tests for Patients with Diabetes
Annually or as recommended; set a goal with your doctor.
• LDL cholesterol blood test
• Hemoglobin A1c blood test
• Urine protein test (microalbumin)
• Retinal eye exam screening
• Foot exam

Tests for Patients with Cardiovascular Conditions
Annually or as recommended; set a goal with your doctor.
• LDL cholesterol with blood test

Generic vs. Brand Medications
A generic medication is a copy of a brand name medicine whose patent has expired. Generics are the same as brand name drugs in dosage, quality, strength, intended use and performance. Generics are equal to their brand name counterparts at a lower cost.
When to Use Urgent Care

Medical problems don’t always happen Monday to Friday when your doctor’s office is open. Urgent care is for treatment of illnesses and injuries that cannot wait for your PCP until the next business day. Examples include:

- Shortness of breath
- Stomach pain
- High fever
- Sore throat or earaches
- Minor cuts, skin infections and rashes
- Dizziness, fatigue

Urgent Care vs the Emergency Room

In a life-threatening situation, call 911 or go directly to the nearest Emergency Room. Emergency Room visits may involve longer wait times because the order of treatment is based on severity of illness, not arrival time. Symptoms best handled in the Emergency Room include:

- Difficulty breathing
- Heavy bleeding
- Chest pain
- Sudden weakness, difficulty talking
- Severe head and spinal injuries
- Sudden allergic reaction
Ways to Find Care

**Monarch CareFinder™**

Download the free app that instantly locates physician offices, urgent care, lab and radiology centers, and guides you to them—turn by turn. The app is available in English and Spanish. Just visit the iPhone or Android™ app store, or scan the QR code using your phone’s scanning app.

**Online**

To find maps, directions, phone numbers and other information on hospitals, labs and urgent care centers on our website, please visit

MonarchHealthCare.com/member/locate-hospital-labs-urgent-care

**Urgent Care List**

As our Urgent Care List is updated, it is posted on our website with other important materials. Find everything you need to know about health care programs and services at:

MonarchHealthCare.com/member/members-materials
If You Need Hospital Care

Through Monarch, you have access to most hospitals in Orange County and Long Beach. While you’re in the hospital, a hospitalist will coordinate your care and treatment with your PCP and specialists. A hospitalist is a doctor with expertise in the care of hospitalized patients.

If You Need Skilled In-Home or Nursing Care

Your PCP, specialist or hospitalist may recommend skilled care at home or in a nursing home. Monarch physicians choose the right level of care based on medical guidelines and state and federal regulations.

Advance Care Directive

An Advance Health Care Directive lets your physician, family and friends know your health care preferences, including special treatment you want or don’t want at the end of life. The directive spells out your desire for testing, surgical procedures, cardiopulmonary resuscitation (CPR) and organ donation. By considering your options early, you can ensure a quality of life that is important to you. It also protects your family from the added worry of trying to guess your wishes while under emotional strain. The Caring Connections website offers a free advance directive. Visit CaringInfo.org for more information.
If you are too busy to laugh…

Resources from Monarch HealthCare

In addition to care from your Monarch physicians, a team of health professionals provide detailed information and guide you in getting the care you need. For a list of health education or screening events, check the calendar on our website at MonarchHealthCare.com.

Senior Ambassadors

Our senior ambassadors answer questions about referrals, authorizations and services that keep you in the best of health. If you have questions about the basics of Medicare, they can recommend resources to help you choose a health plan that’s right for you. If you’re thinking about changing PCPs, they’ll recommend a broad choice of Monarch HealthCare physicians.

Attend one of their “chat sessions” and learn how to make the most of your benefits. Don’t forget to ask for a copy of Helpful Tips If You Change Health Plans.
MonarchCares® Programs

MonarchCares® is a commitment to help you reach your health care goals. It’s a partnership between you, your doctor and the MonarchCares® team to support you with resources and personal health management. By telephone and with health education materials and classes, you can reach your health optimum. You’ll learn about exercise, nutrition, medication, community assistance, alternative care options and more.

Disease Management

We help patients and family members understand and manage chronic conditions such as chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), diabetes and heart disease.

Case Management

Patients and family members receive health information and care for conditions that may arise after hospitalization, surgery or other situations. Talk to your doctor about a referral to Monarch’s case management.

Palliative Care (Supportive Care)

Palliative care is medical care for people with serious illnesses. The goal is to provide relief from the symptoms, pain and stress of a serious illness — whatever the diagnosis. It is appropriate at any age and at any stage in a serious illness. It can be provided along with curative treatment.

The MonarchCares® team works closely with your Monarch doctors to develop a care plan to improve quality of life. Team members include:

- Nurse practitioners
- Physicians
- Certified diabetes educators
- Social workers
- Pharmacists
Friendship isn’t a big thing...

Community Resources

Transportation for Seniors and the Disabled
County-wide, non-emergency medical transportation for age 60+.

Abrazar Central Transportation ................................................................. 714-891-9500
Serving central and north Orange County

AgeWell Senior Services ................................................................. 949-855-9766
Serving south Orange County

Horizon Cross Cultural Center ................................................................. 877-777-0988
Serving Fountain Valley

OCTA Access for Disabled Persons ................................................................. 877-628-2232
Curb-to-curb and door-to-door; must meet disability criteria

OCTA Bus Schedule ................................................................. 800-636-7433, opt. 1

Senior Wheels ................................................................. 714-535-7171
Serving Anaheim

St. Jude Senior Transportation ................................................................. 714-446-7151
Serving north Orange County

VNCOC (Vietnamese Community of Orange County) ................................................................. 714-558-3097
Serving mid-Orange County

Long Beach Dial-A-Lift ................................................................. 562-591-8753
Curb-to-curb shared ride transit service for those unable to use
the Long Beach Transit fixed bus system
24-hour Nurse Advice Line

Most health plans offer a 24-hour/7 days a week Nurse Advice Line. Call if you’d like to discuss an immediate medical problem.

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Phone Number</th>
<th>Toll Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna</td>
<td>800-556-1555</td>
<td>711</td>
</tr>
<tr>
<td>Anthem Blue Cross</td>
<td>800-224-0336</td>
<td>711</td>
</tr>
<tr>
<td>CalOptima, OneCare, OneCare Connect</td>
<td>844-447-8441</td>
<td>844-514-3774</td>
</tr>
<tr>
<td>Cigna</td>
<td>800-986-9949</td>
<td>711</td>
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<tr>
<td>Health Net</td>
<td>800-893-5597</td>
<td>711</td>
</tr>
<tr>
<td>UnitedHealthcare (Medicare Advantage)</td>
<td>866-747-4325</td>
<td>711</td>
</tr>
<tr>
<td>UnitedHealthcare West</td>
<td>866-747-4325</td>
<td>711</td>
</tr>
<tr>
<td>Humana</td>
<td>800-355-9529</td>
<td>711</td>
</tr>
</tbody>
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Patient Rights

Every patient has the right to:

- Receive dignified, respectful, courteous and considerate treatment by all staff
- Receive information and communication in a language that he/she understands, to include information about Monarch HealthCare, its services, its practitioners and providers and member rights and responsibilities
- Make recommendations to Monarch HealthCare regarding its members’ rights and responsibilities policies
- Receive preventative health services
- Be informed of all health services available to him/her
- Know and understand his/her medical problem and treatment plan
- Receive a response to a request for service, including evaluations and referrals, within 30 days; urgent conditions shall receive a response within 24 hours
- Question his/her medical treatment and participate in decisions regarding the treatment plan
- Obtain a second opinion
- Be fully informed of all processes and procedures, including appeals and grievances, with his/her health network
- Have the confidentiality of his/her medical records protected
- Have a medical complaint/grievance referred directly to his/her health network Quality Management Department, in order to protect the information in his/her medical record
- Be represented by parents, guardians, family members or other conservators, should the member be unable to make treatment decisions himself/herself
- Know how their medical information will be accessed, used and discussed

Please refer to our website at monarchhealthcare.com for further information.
Patient Responsibilities

Every patient has the responsibility to:

- Learn about his/her medical condition and what keeps him/her healthy
- Actively participate in the health care programs that keep him/her well
- Tell his/her PCP of his/her medical condition
- Follow the treatment plan from by his/her PCP
- Make and keep appointments for check-ups when he/she is sick, and tell the PCP’s office when an appointment must be cancelled
- Be cooperative and courteous to the people who are partners in his/her health care
- Carefully review, understand and follow the guidelines in the Evidence of Coverage (EOC)/member booklet for the member
Stay Current with Monarch HealthCare

Monarch HealthCare regularly updates materials online. Look for important updates on our website, including how to obtain health care services.

- Member Rights and Responsibilities
- Appeals and Grievance Procedures
- HIPAA Overview
- MonarchCares Programs

It’s as easy as 1-2-3!

1) Go to MonarchHealthCare.com
2) Click on “I’m a Member” at the top of the page
3) Click on “Member Materials” on the left side

For further assistance, please call our Customer Service Department at 877-GO-MONARCH or 877-466-6627.

Monarch HealthCare
Part of OptumCare
MonarchHealthCare.com