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Welcome to Monarch HealthCare
Thank you for selecting a primary care physician with Monarch HealthCare! Monarch doctors are physicians with offices in Orange County and Long Beach. Supported by health care professionals, our doctors believe in a simple and important “patients first” philosophy of care.

Customer Service is Here to Help
If you have questions about obtaining medical equipment, finding a laboratory, getting care when your doctor’s office is closed or where to obtain medical care, our staff can help. Call us Monday - Friday, 8:30 am - 5:00 pm:

- **Main Number** ...............(949) 923-3200
- **Toll Free** ..................(877) GO-MONARCH
  (877) 466-6627
- **Spanish** ....................(866) 6-MARIPOSA
  (888) 662-7476
- **Vietnamese** ..................(877) BacSi-01
  (877) 222-7401

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

After you receive your health plan identification card, please schedule a “get acquainted” 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 initiated and coordinated through your PCP and the office staff. When your doctor initiates a referral for care or other services, you’ll be notified when it’s approved. Most approvals are completed within 24 - 48 hours. If you have questions on the status of a referral, please call your PCP or Monarch HealthCare’s Customer Service.

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

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

If you need medical services or medical equipment, please talk to your PCP. Your physician will determine what is appropriate for your health care needs. Please refer to your health plan’s evidence of coverage and drug formulary to determine what is offered under the plan you chose.
Preventive Health Care Recommendations
Monarch HealthCare doctors encourage you to take an active part in keeping yourself 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 questions about routine care, please talk to your doctor about these important health issues:
- How to manage an overactive bladder
- Difficulty walking, bathing, eating or dressing
- Problems with balance and how to reduce risk for falls
- Frequency of colorectal cancer screening
- Use and side effects of all 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
Monarch cares about your health and wants to help you avoid unnecessary illness. 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 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

- LDL cholesterol blood test – Annually or as recommended
  Set a goal with your doctor

Generics 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 how they perform. Generics perform equally to its brand-name counterpart but at a lesser cost.
When to Use Urgent Care

Medical problems don’t always happen Monday to Friday while your doctor’s office is open. Urgent care is for illnesses that cannot wait for your PCP until the next business day and don’t require the full resources of a hospital ER. Examples of urgent care illnesses include:

- Shortness of breath
- Stomach pain
- High fever
- Sore throat or ear aches
- 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 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

Find Care Centers On-line
To find maps and other information on Hospitals, Labs and Urgent Care Centers on our website, please visit:

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

Monarch CareFinder™
Download the FREE Mobile App that instantly locates Physician Offices, Urgent Care, Lab and Radiology Centers in our network, and guides you to them—turn-by-turn. The application is now available in English and Spanish.

Just visit the iPhone or Android™ App Store or scan this code using your phone’s scanning app.

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

MonarchHealthCare.com/member/members-materials

For further assistance, please call us at (877) GO-MONARCH (877-466-6627).
If You Need Hospital Care
Through Monarch, you have access to most hospitals in Orange County and Long Beach. If you are admitted to the hospital, a hospitalist will coordinate your care and treatment with your PCP and specialists during your stay. A hospitalist is an internist with additional medical training for treating hospitalized patients.

If You Need Skilled In-Home or Nursing Home Care
Your PCP, specialist or hospitalist may recommend skilled care at home or in a nursing facility. Monarch physicians make decisions about the appropriate level of care based on standard guidelines and State and Federal regulations.
Resources from Monarch HealthCare

In addition to care from your Monarch physicians, a team of health professionals are available to provide information, coordinate care for complex medical conditions and guide you in getting the care you need. Some of the services we offer are:

Senior Ambassadors

With specialized training to address the needs of seniors, our senior ambassadors answer questions about referrals, authorizations and services designed to help keep you in the best of health. They can guide you if you have questions about the basics of Medicare, and will recommend resources so you can evaluate your health plan options. If you’re thinking about changing PCPs, they can refer you to a broad choice of Monarch HealthCare physicians.

Attend one of their “chat sessions” and learn how to make the most of your benefits. If you change plans, ask for a copy of “Helpful Tips If You Change Health Plans.” Call for a list of health education or screening events or check the calendar on our website.
MonarchCares® Programs

MonarchCares is a commitment to help you achieve 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 when you need it. With telephone support, health education materials and classes, you can reach your health optimum with guidance on exercise, nutrition, medication, community assistance and alternative care options.

Disease Management - We help patients and family members understand and manage chronic conditions such as COPD, CHF, diabetes and heart disease.

Case Management - Patients and family members receive health information and coordination of services for conditions that may arise after hospitalization, surgery and other setbacks. Talk to your doctor about a referral to Monarch’s case management.

Palliative Care - (pronounced pal-lee-uh-tiv) is specialized medical care for people with serious illnesses. It is focused on providing 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 and can be provided along with curative treatment.

The MonarchCares® team works closely with your Monarch doctors to develop a care plan, so you can achieve your personal health goals. Team members include:

- Nurse Practitioners
- Registered nurses
- Certified diabetic educators
- Social workers
- Pharmacists
- Health educators
Community Resources

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

Abrajar Central Transportation, serving central and north Orange County
(714) 891-9500

AgeWell Senior Services, serving South Orange County
(949) 855-9766

Horizon Cross Cultural Center, serving Fountain Valley
(877) 777-0988

OCTA Access for disabled persons
Curb-to-curb or door-to-door. Must meet disability criteria
(877) 628-2232

OCTA Bus schedule
(800) 636-7433, option 1

Senior Wheels, serving Anaheim
(714) 535-7171

St. Jude Senior Transportation, serving North Orange County
(714) 446-7151

VNCOC (Vietnamese Community of Orange County),
serving mid Orange County
(714) 558-3097

Long Beach Dial-A-Lift
Curb-to-curb shared ride transit service for those unable to use the Long Beach Transit fixed bus system (562) 591-8753
Friendship isn’t a big thing — it’s a million little things.

24-Hour Nurse Advice Line
Most health plans offer a 24-hour Nurse Advice Line. If you have questions about your health, treatment or want advice on a condition or urgent care situation, please contact the number on your health plan card. If you’d like your plan’s Nurse Advice line, call Monarch customer service department at (877) GO-MONARCH or (877) 466-6627.

Advance Care Directive
An Advance Health Care Directive lets your physician, family and friends know your health care preferences, including the types of special treatment you want or don’t want at the end of life. The directive spells out your desire for diagnostic testing, surgical procedures, cardiopulmonary resuscitation and organ donation.

By considering your options early, you can ensure a quality of life that is important to you and protect your family from added worry from guessing your wishes while under emotional turmoil. The Caring Connections website, caringinfo.org, offers a free advance directive and instructions for each State.
**Patient Rights**

Every patient has the right to:

1. Receive dignified, respectful, courteous, and considerate treatment by all staff;

2. Receive information and communications in a language that he/she understands, to include information about Monarch HealthCare, its services, its practitioners and providers, and member rights and responsibilities;

3. Make recommendations to Monarch HealthCare regarding its members’ rights and responsibilities policies;

4. Receive preventative health services;

5. Be informed of all health services available to them;

6. Know and understand his/her medical problem and treatment plan;

7. Receive a response to a request for service, including evaluations and referrals, within 30 days. Urgent conditions shall receive a response within 24 hours;

8. Question his/her medical treatment and participate in decisions regarding the treatment plan;

9. Obtain a second opinion;

10. Be fully informed of all processes and procedures, including appeals and grievances, with his/her health network;

11. Have the confidentiality of his/her medical records protected;

12. 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;

13. Be represented by parents, guardians, family members or other conservators, should the member be unable to make treatment decisions himself/herself.

14. Every patient has a right to how their medical information will be accessed, used and discussed. Please refer to the Monarch website at [www.MonarchHealthCare.com](http://www.MonarchHealthCare.com).
Patient Responsibilities
Every patient has the responsibility to:

1. Learn about his/her medical condition and what keeps him/her healthy;

2. Actively participate in the health care programs that keep him/her well;

3. Inform his/her PCP of his/her medical condition;

4. Follow the treatment plan prescribed by his/her PCP;

5. Make and keep appointments for check-ups when he/she is sick, and inform the PCP’s office when an appointment must be cancelled.

6. Be cooperative and courteous to the people who are partners in his/her health care; and

7. Carefully review, understand, and follow the guidelines in the Evidence of Coverage (EOC)/member booklet provided to the member.
Stay Current With Monarch HealthCare
Monarch updates regularly updates materials on-line. Look for important updates on our website, including how to obtain health care services.

• Member Rights and Responsibilities
• Appeals and Grievances Procedures
• HIPAA Overview
• Monarch’s Quality Programs

It’s as easy as 1-2-3!

1. Go to MonarchHealthCare.com
2. Click I’M A MEMBER at the top of the page
3. Click Member Materials on the left side

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