



BFMC | HPN
Welcome

At BFMC | HPN we encourage everyone
to live life well.



Patients' Rights and Responsibilities

Patients' Rights

Patients have the right to:

- Have the highest quality health care possible.
- Receive appropriate care, treatment and consideration.
- Be treated with dignity, courtesy, and respect.
- Participate actively in decisions regarding health care including refusing treatment, if desired (to the extent permitted by law).
- Receive full consideration of privacy and confidentiality during health care consultation, examination and treatment.
- Have confidential treatment of all communications and records pertaining to medical care.
- Receive complete information about their health condition, have input into proposed treatment plans and alternatives, including non-treatment or second opinion, in order to give "informed consent" or to refuse treatment.
- Have a reasonable response to any reasonable requests made for service.
- Leave the physician's office or facility at any time, even against medical advice.
- Be informed of continuing health care requirements following discharge from the physician's office or hospital.
- Know the cost of care and treatment and receive an explanation when required.
- Receive information about the PMG/IPA services, its practitioners, providers, and patient's rights and responsibilities.
- Voice a complaint or appeal about the PMG/IPA or care that was provided.
- Be represented by parents, guardians, family members or other conservators if members are unable to fully participate in their treatment plan.

Patients' Responsibilities

Patients have the responsibility to:

- Keep scheduled appointments.
- Provide complete information about past health.
- Let us know if they don't understand, or can't follow our health care instructions.
- Cooperate fully in the treatment program they and their physician have agreed to.
- Provide information about current medications or treatment rendered by other physicians.
- Know how to access health care services in routine, urgent, and emergency situations.
- Know the benefits and exclusions of their health insurance coverage.

Public declarations are made via posters, member handbooks, newsletters or mission statements that provision of health services is not influenced by member race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.

Bakersfield Family Medical Center Locations

Bakersfield Family Medical Center's facilities offer superior patient convenience by providing Urgent Care, Pharmacy, Lab, Radiology, Pediatrics, and a variety of specialty services at one convenient site. This multi-specialty group has expanded to better serve the medical needs of the residents of Kern County.



Main Campus

4580 California Ave.
Bakersfield, CA 93309
(661) 327-4411
M-F 8:00 a.m. - 5:00 p.m.



Northeast

5601 Auburn St., Ste. A
Bakersfield, CA 93306
(661) 616-9700
M-F 8:00 a.m. - 5:00 p.m.



Northwest

3400 Calloway Dr. #400
Bakersfield, CA 93312
(661) 387-6000
M-F 8:00 a.m. - 5:00 p.m.



Tehachapi (Oak Tree)

432 S. Mill St.
Tehachapi, CA 93561
(661) 823-2273
M-F 8:00 a.m. - 5:00 p.m.



Heritage Physician Network

Heritage Physician Network is a group of physicians located throughout Kern County who have joined together to form an Independent Physicians Association (IPA). These IPA physicians remain affiliated with Bakersfield Family Medical Center although they maintain their own offices. Members who choose physicians of Heritage Physician Network will see their selected doctors in their conveniently located private offices. All members of Heritage Physician Network can access the full range of services, programs and specialists offered by Bakersfield Family Medical Center.



Please see the enclosed Provider Directory for current information about Bakersfield Family Medical Center / Heritage Physician Network providers. You can also find a list of current providers at bfmc.com/doctor

Updated September 2021



BFMC/HPN Urgent Care
4580 California Ave., Bakersfield, CA 93309



BFMC/HPN Urgent Care

4580 California Avenue, Bakersfield, CA 93309

Walk-ins always welcome.

Open 365 days a year, 8 a.m. – 8 p.m.

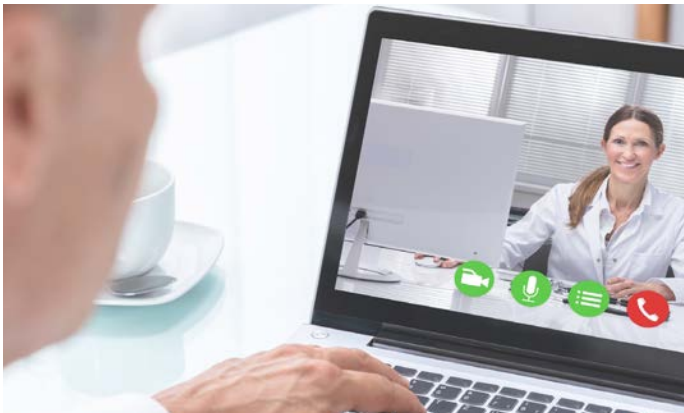
Appointments Monday – Friday, 8 a.m. – 5 p.m.
For appointments, call **(661) 846-4840**

BFMC/HPN Urgent Care is designed to meet acute medical needs for adults and children:

- Shortness of breath
- Minor lacerations
- Sprains
- Fractures
- Cough, Cold, Flu Symptoms
- Headaches
- Minor Infections
- Rashes

For life threatening medical emergencies, call 911

Virtual Urgent Care



Urgent Care services are available from the comfort of your own home or while traveling the USA. Available exclusively for BFM/HPN HMO members only. **No charges or co-payments.**

To schedule your Virtual Urgent Care appointment, call **(661) 616-9493**

Available **365 days a year**, 8 a.m. - 8 p.m.

24-Hour Nurse Hotline



A call to the 24 hr. Nurse Hotline may provide you with the answers you need to direct you to the BFM/HPN Urgent Care for services, potentially alleviating the long waiting experience when visiting the hospital Emergency Room.

To speak with a nurse, call **(661) 327-4411**

On call **24 hours** a day, **7 days** a week.

Laboratory Services – Provided by LabCorp

On-Site Lab Services

Main Location

4580 California Avenue, Bakersfield, CA 93309
Phone: (661) 327-4411

Northwest Location

3400 Calloway Drive, #400, Bakersfield, CA 93312
Phone: (661) 387-6000

Northeast Location

5601 Auburn Street, Ste. A, Bakersfield, CA 93306
Phone: (661) 616-9700

Tehachapi Location

432 S. Mill Street, Tehachapi, CA 93561
Phone: (661) 823-2273

For more information, visit labcorp.com

LabCorp Locations

LabCorp

3550 Q St. #102, Bakersfield, CA 93301
Phone: (661) 323-3353

LabCorp

500 Old River Rd. Ste. 104, Bakersfield, CA 93311
Phone: (661) 214-8050

Labcorp

1206 High St., Delano, CA 93215
Phone: (661) 721-3250

LabCorp at Sienna Wellness Institute

6425 Lynch Canyon Dr., Lake Isabella, CA 93240
Phone: (760) 379-4496

Kern Radiology Services

For business hours or to schedule an appointment, call **(661) 326-9600**

Downtown (Mammogram + Ultrasound)

1817 Truxtun Avenue, Bakersfield, CA 93301

Downtown (CT + MRI)

1818 16th Street, Bakersfield, CA 93301

Old River

9900 Stockdale Highway, Ste. 100 + 109
Bakersfield, CA 93311

Bahamas

2301 Bahamas Drive, Bakersfield, CA 93309

San Dimas

3838 San Dimas, A-120, Bakersfield, CA 93301

Riverwalk

9330 Stockdale Highway, Bakersfield, CA 93311

Rio Bravo

4500 Morning Dr., Ste. 202, Bakersfield, CA 93306

Tehachapi

432 South Mill Street, Tehachapi, CA 93561

For more information, visit radnet.com

Preferred Network of Hospitals

Hospitalization

Any time you need hospitalization, your Primary Care Physician (PCP) must make the necessary arrangements. If you are hospitalized during an emergency, please contact your PCP as soon as possible thereafter. Always seek follow-up care through your PCP.

- For routine care, call your physician to schedule a visit.
- For non-life threatening medical conditions, BFMC/HPN Urgent Care is available 7 days a week, 8 a.m. to 8 p.m., 365 days a year.
- For emergency services (life or limb threatening), call 911 or go to the nearest emergency room. Call your PCP or BFMC/HPN within 24 hours.

Emergencies

- Members are encouraged to appropriately use the 911 emergency response system when they have an emergency medical condition which requires an emergency response.
- Emergency health care services do not require prior authorization.
- Emergency health care services are available and accessible within the service area 24 hours a day, 7 days a week.
- Emergency health care services include ambulance services within the service area to transport the member to the nearest 24-hour emergency facility with physician coverage.



Hospitals

Bakersfield Memorial Hospital

420 34th Street, Bakersfield, CA 93301
Emergency Room Open 24 Hours

Mercy Hospital Southwest

400 Old River Road, Bakersfield, CA 93311
Emergency Room Open 24 Hours

Mercy Hospital Downtown

2215 Truxtun Avenue, Bakersfield, CA 93301
Emergency Room Open 24 Hours

Bakersfield Heart Hospital

3001 Sillect Ave, Bakersfield, CA 93308
Open 24 Hours

Adventist Health Bakersfield

2615 Chester Ave, Bakersfield, CA 93301
Emergency Room Open 24 Hours

What Is A Referral?

A referral is a request for specialist services, testing, or equipment to help a PCP deliver the best care necessary.

Steps For Referral Processing

- PCP/Specialist submits a referral for service to the Utilization Management (UM) Department at BFMC/HPN along with documentation that supports medical necessity.
- When the referral is received in UM, Data Entry staff will check eligibility and enter the referral.
- The referral will then go to a Referral Coordinator who will check benefits, gather all received information, and forward to a UM Case Manager for determination of medical necessity.
- If the referral does not meet nationally approved criteria, the referral will be submitted to the Medical Director for final review and determination.
- We are required to process referrals within specified time-frames:

Commercial Members	Medicare Advantage Members
Expedite: 72 Hours	Expedite: 72 Hours
Routine: 5 Business Days	Routine: 14 Calendar Days

Reasons A Referral Request Can Be Delayed:

- There is not enough documentation submitted for our Medical Director to make a decision.
- Further workup or testing is needed by the PCP or Specialist.
- We need additional time to verify health plan benefits for the service/care being requested, eg: durable medical equipment, chiropractic or acupuncture care.

Reasons A Referral Can Be Modified:

- The required medical information was not submitted or additional test are needed prior to approving the requested service.
- The requested provider is not contracted with BFMC/HPN.

Reasons A Referral Can Be Denied:

- The requested service is not a covered benefit under the specific medical health plan.
- The medical documentation received does not support the medical need for the service requested.

Patients may obtain a free of charge copy of the benefit provision, guideline, protocol or other similar criteria on which a denial decision was based, upon request. If you have any questions, have a problem or issue you would like to discuss, or to request a copy of the criteria used to make a decision on a referral, please contact the BFMC/HPN Customer Service department at 1-800-763-7732.

Priority Care Program



The Priority Care Program was created to help patients and their families understand their new or current medical issues. Patients are referred to the program by their PCP, a specialist, or after hospital admission. Once you have been referred to our program, you will be scheduled for an appointment. During the first appointment, you will be seen by a program provider and a nurse case manager. If, during the appointment, there are other services needed, we have a pharmacist, community resource advisor, and/or a hospice nurse available.

Once enrolled into the program, you will be followed by our providers instead of your PCP. You will be seen for appointments in Priority Care more often than you see your PCP. We do this to make sure your complex health needs are well monitored and stabilized.

Your nurse case manager will follow your care by seeing you during your Priority Care visits. They will also call you regularly to check on your well being between appointments. You are provided your nurse's phone number upon admission to the program and we want you to reach out to them as needed. Your nurse should be your first line of communication when you notice a change in your health. Your nurse is available during regular business hours to answer your questions and help with any health related concerns. If you have a change in condition after hours or on the weekend, you may call our 24 Hour Nurse Hotline at (661) 327-4411.

When enrolled in the Priority Care Program you may be referred to various specialists that your medical conditions require. Our goal is to teach you about your medical conditions and medications and how to get the health care that you need. By providing you with case management services, we are able to help you gain the highest level of independence.

The main goal of Priority Care is for you to understand your disease processes and how to take care of your conditions. We also want you to eventually return to your PCP with the tools of how to take care of your medical conditions.

Choices Program

At BFMC/HPN, we are eager to help you live life as fully and comfortable as possible.

Bakersfield Family Medical Center / Heritage Physician Network wants you to know your options so you and your loved ones can make the choices that are right for you.

BFMC/HPN's Choices Program is designed to serve the special needs of patients with chronic or terminal conditions as they confront the reality of a progressive, life-limiting disease. Choices is designed to empower patients and their families with knowledge and information. As a participant in the program, you will receive the information you need to make informed decisions and the support you need to ensure your wishes are honored. The program helps guide patients and their families through one of life's most difficult periods.



Families in the Choices Program have the opportunity to participate in the discussions regarding the patient's diagnosis, treatment options, and care alternatives. The Choices team includes specialized physicians and nurses who will explain all treatment options and respect and support the decisions you and your family ultimately make. The team will also provide information on long-term care options and health plan benefits available to you.

The Choices team will assist you in understanding and preparing advanced directives. These are legal documents that ensure your family, physicians, and hospital staff know what your wishes are should you be unable to speak for yourself. Thoughtfully prepared advanced directives can ease the burden on those who will be called upon to make health care decisions for you.

Hospice

The Choices Program includes education about hospice care. Hospice is a special type of care for patients with incurable diseases. When medical treatment cannot cure a disease, hospice can provide pain management and other comfort care, assistance for caregivers and other supportive services to the patient and family. Hospice care addresses the needs of the entire family. In addition to assisting family members with the care of the patient, hospice care may include counseling, medical social services, grief support, and chaplain services for the entire family. Electing hospice care does not mean "giving up," rather, it is a choice to live life as fully and comfortable as possible.

For more information about the BFMC/HPN Choices and Hospice Program, please call **(661) 846-4768**

Health Education



The Health Education Department at BFMC/HPN is committed to educating our patients and the community by sharing preventative health care information to improve quality of life. Classes are free for BFMC/HPN HMO members.

Group classes include:

- Advanced Health Care Directive (Free Notary Public)
- Body Motion* (Slow paced, hopefully increase flexibility/range-of-motion)
- Congestive Heart Failure (CHF)
- Diabetes Management
- Fun 2B Fit*
- Heart Healthy (Cholesterol/Hypertension)
- Kidney Care
- Life Balance (Stress Management)
- Mind and Body Connection* (Tai Chi/Yoga)
- Pre-diabetes Management
- Senior Nutrition
- Slip and Fall Prevention
- Steps to Healthy Weight Loss
- Tobacco Cessation
- Weight Management Support Group

* Medical clearance required.

One-on-one instruction with Registered Dietitian available.

Located at 4570 California Avenue, Bakersfield, CA 93309

For more information or to schedule an appointment, call **(661) 846-4650** or visit **bfmc.com**

Customer Service



Our Pledge...

We C.A.R.E. Our pledge is to meet our members' needs in an atmosphere of caring, compassion, friendliness, dignity and respect. We ensure patient confidentiality; we will accept responsibility for our actions; we will respect our customers; we will exceed our customers' expectations.

Bakersfield Family Medical Center / Heritage Physician Network provides an on-site Customer Service Department comprised of knowledgeable, sensitive representatives who are dedicated to total member satisfaction. It is our goal to provide timely, professional, effective and efficient service to all customers.

Members may contact Customer Service for any of the following services:

- Insurance eligibility
- Assistance with selecting or changing a physician
- Referral resolution
- Clarification on health care benefits
- Claims status and billing statement questions
- Health care compliments and/or complaints
- Health care education resources

At BFMC/HPN, your voice matters! Our friendly Customer Service Representatives are here to serve you!

How can we help you?

Give us a call at **1 (800) 763-7732**



We C.A.R.E.

Where caring comes to life



Connecting to our members

Join us on Facebook, Twitter, and Instagram for regular updates and health information

#BFMCHPN #OurHealthOurCommunity



@BFMCHPN



@BakersfieldFamilyMedicalCenter



@BFMCHPN



BFMC/HPN Contacts

Main

(661) 327-4411

Main (Toll-Free)

1-800-734-2571

Customer Service

1 (800) 763-7732

Need help with authorizations
and referrals? **CALL CUSTOMER SERVICE**

Centralized Scheduling

(661) 846-4522

24-Hour Nurse Hotline

(661) 327-4411

Urgent Care

(661) 848-4840

Virtual Urgent Care

(661) 616-9493

Marketing Department

(661) 846-4662

Health Education

(661) 846-4650



Visit our website for up-to-date
information – BFMC.com



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Affiliated Health Plans

Individual and Employer Group Coverage

Managed care coverage through an HMO sold
through employers or directly to individuals.



Medicare Advantage Plans

Medicare managed care coverage offered by
private health plans.

