



Dear Member ,

Thank you for selecting Bakersfield Family Medical Group. We realize that you had a wide range of choices when selecting a health care provider and we thank you for the opportunity to serve you.

As a valued member, we have provided some important materials in this packet, so you may become familiar with all the benefits BFMG has to offer you. Keep them in a safe place so that you may be able to refer to them quickly and as needed.

Our motto, "*We C.A.R.E....Where caring comes to life!*" is made tangible by our Customer Satisfaction line, available to you 24-hours a day. Our friendly representatives are happy to answer any of your questions; or visit us online to learn more about us and our providers.

Customer Satisfaction line: (800) 763-7732

Monday to Friday - 8:00am to 5:00pm  
Confidential voicemail available afterhours and weekends

[www.bfmc.com](http://www.bfmc.com)

We value your decision to elect BFMG as your healthcare provider and partner.

How may We C.A.R.E. for you today?

Our Health, Our Community

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4580 California Avenue, Bakersfield, California 93309, (800) 763-7732