



John Muir Health is proud that Diablo Valley Oncology, Pacific Urology and West Coast Surgical Associates practices will soon be joining us!

Important note: In order to transition these practices to John Muir Health Physician Network, **offices will be closed on Monday, August 16, 2021.**

Q: When will Diablo Valley Oncology, Pacific Urology and West Coast Surgical Associates be joining John Muir Health?

- Diablo Valley Oncology, Pacific Urology and West Coast Surgical Associates will become part of John Muir Health (JMH) on Friday, August 13, 2021.

Q: Will the office names and location change?

- Yes, John Muir Health Physician Network will operate these practices under the names of:
 - John Muir Health Cancer Services; John Muir Health Urology Services; and John Muir Health Surgical Services.

Q: What will this change mean for me as a patient?

- You will be receiving care from a John Muir Health Physician Network practice with access to your same DVO, Pacific Urology and/or West Coast Surgical Associates providers, as well as the wide array of services that are part of the John Muir Health system.
- Billing and other administrative matters will be handled through John Muir Health, effective August 14, 2021, so your billing statements will also reflect this change beginning on August 14, 2021.
- Your medical care will remain virtually unchanged.

Q: Will Diablo Valley Oncology, Pacific Urology and West Coast Surgical Associates continue to work the same schedules?

- Yes, Diablo Valley Oncology, Pacific Urology and West Coast Surgical Associates will continue to see both new and established patients, as they currently do.
- It may be necessary to update your health insurance, (some patients may need to complete some additional paperwork to continue their current care).

Q: Will my insurance still be accepted by the office?

- Most health plans will continue to be accepted.
- You **will not** need to make any changes if you are insured with any of the following health plans:
 - Medicare
 - Straight Medi-Cal
 - Contra Costa Health Plan
 - An HMO with John Muir Health primary care physician
 - PPO Insurance
 - Private or self-pay

Q: My HMO insurance is through Hill Physicians Medical Group, Sutter Medical Group, Partnership Health Plan, Affinity HealthCare, Delta Health or Solano Community Provider Network. Will my insurance still be accepted following this transition?

- Effective August 14, 2021:
Hill Physicians Medical Group, Sutter Select, Brown and Toland, Delta Health, Affinity

HealthCare, CorrectCare Integrated or Solano Community Provider Network *will no longer be accepted by these practices.*

- If you are currently insured through any of these, and would like to continue seeing your Specialty Provider for your Cancer Care, Urology Care or your Surgical Care after August 13, 2021, you have the option to switch your medical group to John Muir Health Physician Network (JMHPN). If you choose to make this switch, you may select a John Muir Health Physician Network primary care physician (PCP), who may then refer you to see your current Specialist for continued care.

Q: How do I switch to John Muir Health Physician Network?

1. Call the Member Services phone number on the back of your health plan insurance card (e.g., Anthem/Blue Cross, Blue Shield, Health Net, United HealthCare, Cigna, or etc.).
2. Request to switch your primary medical group to John Muir Health Physician Network.
3. Advise your health plan of the name of your John Muir Health Physician Network primary care physician you would like to switch to, your Practice Administrator can help you with this part of the process.
4. Your health plan will provide you with assistance and will inform you when the change will take effect. If you have any problems, please contact JMHPN customer service at (925) 952-2887 or (844) 398-5376 (toll-free).

Q: If my Specialist is no longer contracted with my current HMO plan, will I need to change specialists?

- This will depend on your specific medical situation, and whether or not you are in the middle of treatment, scheduled for surgery, or in a situation where a change in doctors would significantly disrupt your care.
- It would be best to consult with your current **primary care physician** and discuss your situation. *You may* be eligible for “continuity of care,” which means your health plan would review to approve remaining with your existing specialist for the duration of your treatment.

Q: If I qualify for continuity of care, what do I do next?

- Call the Member Services phone number on the back of your health plan insurance card (e.g., Anthem/Blue Cross, Blue Shield, Health Net, United HealthCare, Cigna, or etc.).
- Request an application for “continuity of care,” and be prepared to provide them with the clinical details of your existing condition.
- Your health plan will provide you with assistance and inform you of their decision.
- Additional information regarding *continuity of care* is available on the California State Department of Managed Health Care website, www.dmhc.ca.gov, or by calling their Help Center at 1-888-466-2219.

Q: What if I do not qualify for continuity of care?

- You have the option to change your health plan to a contracted HMO/PPO or become a self-pay patient.
- If these options will not work for you, your primary care provider will need to refer you to an in-network oncology specialist for your care.

Q: What health insurance plans does JMHPN accept?

- John Muir Health accepts most major health insurance plans including HMO, PPO and Medicare. *A summary is provided in the grid below.*
- To search from a comprehensive list of accepted health insurance plans, please go to the website <https://www.johnmuirhealth.com/insurance>, select the insurance plan, then click the search button to view a summary of coverage: .

John Muir Health - List of Major Health Plans Accepted

HMO Plans	PPO Plans	Medicare Advantage Plans
JMHPN Aetna	Aetna	AARP Medicare Complete Secure Horizons Focus
JMHPN Anthem Blue Cross	Anthem Blue Cross & Blue Connection EPO	Canopy UnitedHealthcare MA HMO
JMHPN Blue Shield	Blue Shield	Health Net Seniority Plus (Employee Retirees Only)
JMHPN Canopy Health Net Blue and Gold, Smartcare, CanopyCare HMO		Humana Gold Plus HMO Plan
	Cigna	Please Note: JMHPN is NOT Contracted with Blue Shield Medicare Advantage, SCAN Health Plan, or Hill Physicians Medical Group insurance products. Please contact your insurance carrier to ensure your plan is considered in-network.
JMHPN Cigna	Health Net	
JMHPN Health Net	Multiplan	
	TriCare- Health Net /VA	
JMHPN Canopy United Healthcare SignatureValue Advantage	United Health Care & Canopy UHC Doctors Plan EPO	
JMHPN United Health Care		