

WHY PROSPECT SAN DIEGO

BROKER FAQ'S

FOR MEDICARE ADVANTAGE MEMBERS



PROSPECT MEDICAL

Broker Support Email: broker.support@prospectmedical.com

Broker Support Line: (844) 818 - 1210

Member Services Line: (800) 708 - 3230 (press 2)

Dedicated Senior Concierge Line: (877) 619 - 5900

Senior Member Services Email:

seniors.vip@prospectmedical.com

HOW MANY DOCTORS ARE WITH PROSPECT SAN DIEGO?

In our Prospect San Diego network, there are more than 1,100 providers including 900 specialists. Our network continues to grow.

IS THERE A ROBUST SELECTION OF SPECIALISTS IN SAN DIEGO?

Yes. We have more than 900 Specialists including many specialists affiliated with Scripps Hospitals and Palomar Health Medical Group. UCSD Specialists are also available for tertiary care.

WHAT HOSPITALS ARE IN NETWORK WITH PROSPECT SAN DIEGO?

- Scripps Hospitals
- Palomar Medical Centers
- Tri-City Medical Center

WHAT HEALTH PLANS ARE ACCEPTED WITH PROSPECT SAN DIEGO? HOW IS THE IN-NETWORK HOSPITAL DETERMINED?

						SCRIPPS HOSPITALS	PALOMAR MEDICAL CENTERS	TRI-CITY MEDICAL CENTER
PROSPECT SAN DIEGO	✓	✓	✓	✓	✓	✓	✓	✓
PROSPECT PALOMAR	✓		✓			✓	✓	✓
PROSPECT GRAYBILL	✓		✓			✓	✓	✓

DOES PROSPECT SAN DIEGO REWARD THEIR MEMBERS FOR TAKING CARE OF THEIR HEALTH?

We support our members in developing a care plan for the year by meeting their new PCPs and scheduling their preventative screenings. We also encourage our members to get their Annual Wellness Visit (AWV) completed in 2024 by offering gift card incentives.

- \$150 gift card if AWV is completed between January 1st and June 30, 2024.
- \$75 gift card if completed between July 1st and December 31, 2024 (if unable to complete by June 30, 2024).
- Members can call 1-800-861-8010 for AWV appointment scheduling.
- Additional member incentives for completing preventative screenings ordered from their PCP – \$20 to \$50 for each recommended screening.

- Health plans where the health plan determines which hospitals are in-network:
 - Blue Shield, Brand New Day, Health Net by Wellcare, Molina

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HOW WOULD A MEMBER GET THEIR MEDICATION REFILLED IF IT'S NEEDED BEFORE THEY CAN MEET THEIR NEW PCP?

At the point of sale, please encourage clients to fill their refills before their new effective date. If a member still needs a refill before they can meet with their new PCP, there are several options for them:

- Make an appointment as soon as possible with their new PCP.
- Call the pharmacy and request a one-time 30-day supply. The pharmacy will need confirmation that an appointment is already scheduled.
- Call the PCP office directly, inform them that the first visit is already scheduled, and ask for a one-time refill. It will depend on the PCP and type of medication. In these cases, some offices will get the member in faster for a refill appointment.

WHEN SHOULD NEW MEMBERS MEET THEIR NEW PCP?

We encourage members to call their new PCP to schedule their initial appointment for after their effective date as soon as they receive their new membership card. Physicians are able to schedule once the members know their new plan ID number.

WHAT IF A NEW MEMBER HAS A PENDING PROCEDURE OR A SPECIALIST REFERRAL?

- They can call their current plan to make them aware of the change, the plan will assist in the coordination of care.
- Members can schedule an appointment with their new PCP and share that they are a new patient with Prospect, but have already had a procedure or referral approved by their prior doctor and group.
- Member can request a copy of their medical records and test results to bring to their first appointment.

WHEN SHOULD A MEMBER CALL THE HEALTH PLAN VS. THE MEDICAL GROUP?

Both the health plan and Prospect Medical Group are here to help members with their health.

- For questions on benefits and coverage, the health plan can provide assistance.
- For questions around accessing care, Prospect Medical Group can help.
 - Referrals, authorizations, in-network hospitals, SNFs, choosing a PCP or specialist, scheduling AWWs, and more
 - Prospect also offers the option to email our Member Services for less urgent questions or to RSVP to a New Member Orientation at: seniors.vip@prospectmedical.com.