



Agent Guide

California, Arizona & Texas



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Prospect Medical Offers Award-Winning Health Care Services

Our commitment to outstanding service and quality results in year after year recognition for patient care including our Kidney Disease and Heart Health Population Programs.



Elite Achievement award
12 years in a row*



NCQA Accreditation for
Kidney Disease & Heart
Health Population
Programs**



Recipient of the Ronald
P. Bangasser Memorial
Award for Quality
Improvement***

*<https://www.apg.org/education/education-programs/standards-of-excellence/>
**<https://www.ncqa.org/programs/health-plans/population-health-program-accreditation/>
***<https://iha.org/wp-content/uploads/2022/12/AMP-MY21-Bangasser-Award-for-Quality.pdf>



Who Is Prospect Medical?

Prospect Medical Systems is proud to be among the most innovative medical systems in California, Arizona, and Texas. Each of our Independent Physician Associations (IPAs) and networks supports the use of advanced diagnostic and treatment tools to provide our members with convenient access to state-of-the-art healthcare. Our pledge to members is that we will provide exceptional care delivered by compassionate physicians who have a strong commitment to each and every patient.

Prospect Medical contracts with most major health plans, and we serve all product lines, including Commercial, Medicare, Medicaid, Medicare/Medicaid (Medi-Medi), and Health Insurance Exchange.

38 Years In Business

12,600+ Physicians

18 Managed IPAs (SoCal, Texas, & Arizona)

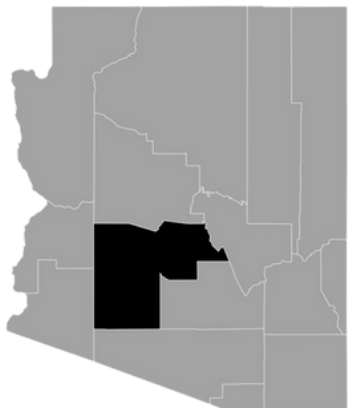
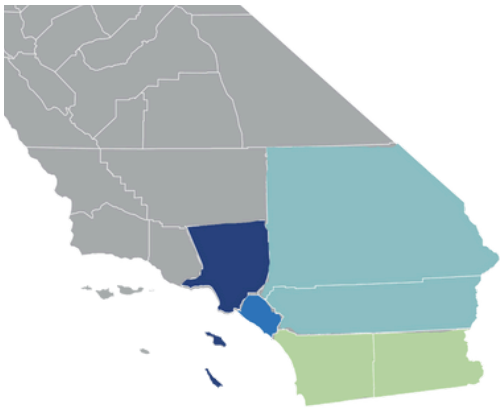
581K Members

74 Health Plan Contracts (Nationally)

4+ Star Quality Rating

Service Areas

In California, we provide care throughout Los Angeles, Orange, San Diego, and Riverside and San Bernardino counties. In Arizona, we provide care to Maricopa County (Phoenix area). Lastly, in Texas, we provide care to Bexar County (San Antonio).





Care Management

Our team of nurses work closely with our patients, their families and their physicians to develop a care plan that supports their medical and social needs. This includes:



Annual Wellness Visit (AWV)



Medication Management Program



Transportation for AWVs



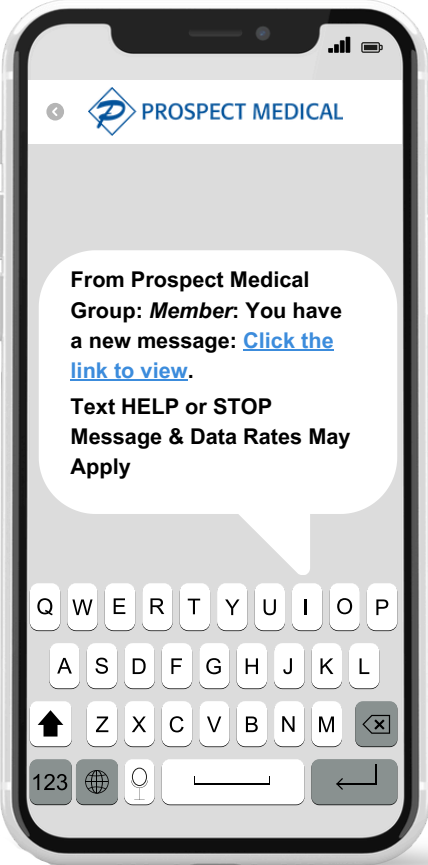
Complementary gift card starting at \$25 for completing recommended MA Annual Wellness Assessment



Preventive care, general and high-risk screenings and immunizations up to \$160

Prospect Connect: Text Notifications

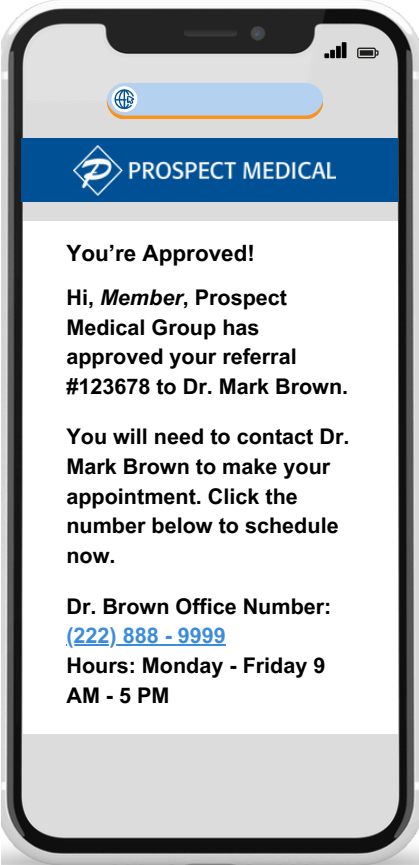
Approved Referrals Example



A text with a secure link is sent when the referral has been approved.



After clicking the link, you can view your approval and schedule a visit with the doctor.



Personalized, Compassionate Client Support

We provide your clients with access to health care services when and how they want it:

- Easy and timely specialist referrals with many eligible for auto approvals
- Toll-free patient & senior support lines
- Transportation for Annual Wellness Visits
- A variety of urgent cares, specialists, and PCPs near to one another
- Member Engagement Channel that includes approved specialty referrals, preventative screenings, wellness visits reminders, Flu-shot reminders, and other health related information
- We encourage agents to provide members' cell phone numbers (legible) to receive updates on their referrals from Prospect, authorizations, and eligible preventative screenings

We're Committed to You & Your Success

At Prospect, we know that you're a vital extension of our team, therefore we're dedicated to investing in your success. Here's how we do it:

- **Dedicated Business Development Managers**
- **Broker Dedicated Phone Line**
 - As an extension of our team, we support you with any needs or questions you have. Our broker-dedicated phone line, (844) 818 - 1210, is available for you to call to answer any questions or provide any assistance you may need.
- **Marketing Tools and Collateral**
 - We provide the marketing support you need with supplemental materials such as flyers, event collateral, and more
- **Provider Relationship Development**
 - Through our provider communications and onsite engagement, we help you strengthen relationships with key providers in your community.
- **Industry Insights and Updates**
 - Every month, Prospect Medical curates and shares an informative Broker Bulletin with relevant event dates - including hospital tours and PCP open houses, Prospect PCP highlights, and important Prospect updates in the industry.



We're Also Committed to the Success of Our Physicians

Here's how Prospect supports our physicians:

- **Provider Services support line**
- **Access to provider portal with direct specialist referrals**
- **Showcasing physicians' offices with broker open houses**
- **Beneficial acquisition structures tailored to meet the unique needs of physicians, ensuring seamless transitions and optimal outcomes**
- **IPAs under Professional and Institutional risk arrangements across four states (CA, TX, AZ, RI). In California, our Restricted Knox Keene License provides access to Global Risk arrangements**

Meet The California Team

Broker Line: (844) 818 - 1210 Email: brokersupport@prospectmedical.com

National Vice President Business Development

Diane Barrera
Email: Diane.Barrera@prospectmedical.com



Inland Empire San Bernardino & Riverside Counties

Emilee Contreras
Business Development Manager
Email: Emilee.Contreras@prospectmedical.com
Phone: (657) 640 - 0177



Los Angeles County

Sergio Cruz
Business Development Manager
Email: Sergio.Cruz@prospectmedical.com
Phone: (657) 641 - 5275



Orange & San Diego Counties

Kristin Kroeze
Business Development Manager
Email: Kristin.Kroeze@prospectmedical.com
Phone: (714) 788 - 1975



Join our email list to receive our monthly newsletter, meeting invites and reminders, Prospect updates, and more. Scan the QR code to fill out the form.



Meet The Arizona Team

Broker Line: (844) 818 - 1210 Email: brokersupport@prospectmedical.com

National Vice President Business Development

Diane Barrera
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Network Management Sr. Director, MSO Operations

Alexandra Waaland
Email: Alexandra.Waaland@prospectmedical.com
Phone: (323) 480 - 0213



IPA Administrator

Chi Wigal
Email: Chi.Wigal@prospectmedical.com
Phone: (714) 553 - 5446



Network Manager

Victor Almodovar
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Join our email list to receive our monthly newsletter, meeting invites and reminders, Prospect updates, and more. Scan the QR code to fill out the form.



Meet The Texas Team

Broker Line: (844) 818 - 1210 Email: brokersupport@prospectmedical.com

National Vice President
Business Development

Diane Barrera
Email: Diane.Barrera@prospectmedical.com



Network Manager

Christa Angeles
Email: Christa.Angeles@prospectmedical.com



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Prospect Medical: Los Angeles

Business Development Manager: [Sergio Cruz](#)

**600+** primary care providers

**40+** urgent care locations

**850+** specialty care providers

**13** health plans

**20+** contracted hospitals

LabCorp services*

In some cases, we use other Lab service providers (e.g. PVMG and some MSO clients), please reach out to your Business Development Manager for details.

Hospital Locations:

- Adventist Health White Memorial Montebello
 - Adventist White Memorial Medical Center
 - Cedars-Sinai Medical Center*
 - College Hospital Inc. (Cerritos)
 - College Hospital Inc. (Long Beach)
 - Glendale Adventist Medical Center
 - Huntington Hospital
 - L.A. Downtown Medical Center
 - Los Angeles Community Hospital
 - Los Angeles Community Hospital at Bellflower
 - MemorialCare Long Beach Medical Center
- MemorialCare Miller Children’s & Women’s Hospital of Long Beach
 - Norwalk Community Hospital
 - Palmdale Regional Medical Center
 - Southern California Hospital
 - Culver City
 - Hollywood
 - Van Nuys
 - UCI Health - Lakewood
 - Whittier Hospital Medical Center - AHMC
 - Providence Holy Cross Medical Center**
 - Providence Saint John's Health Center**

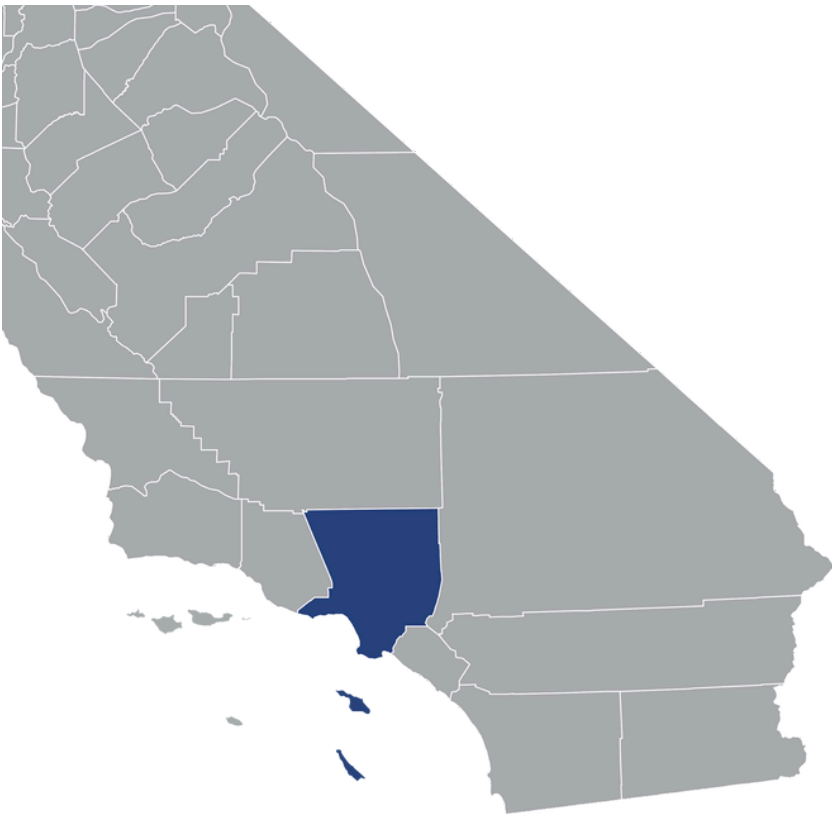
*Tertiary Care
** OB, Cardio & Neuro

Medicare-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - Blue Shield of California
 - Clever Care
 - Humana
- Molina Health Plan
 - LA Care
 - SCAN Health Plan
 - UnitedHealthcare
 - WellCare/HealthNet

Commercial-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - AHMC Healthcare
 - Blue Shield of California
 - Blue Shield Promise*
- Cigna
 - HealthNet
 - LA Care
 - UnitedHealthcare



Prospect Medical: Orange

Business Development Manager: [Kristin Kroeze](#)

**550+** primary care providers

**30+** urgent care locations

**530+** specialty care providers

**9** health plans

**16** contracted hospitals

LabCorp services*

In some cases, we use other Lab service providers (e.g. PVMG and some MSO clients), please reach out to your Business Development Manager for details.

Hospital Locations:

- Anaheim Global Medical Center
 - Anaheim Regional Medical Center - ARMC
 - Chapman Global Medical Center
 - CHOC Children’s
 - CHOC Children’s at Mission Hospital
 - College Hospital, Inc.
 - Foothill Regional Medical Center
 - MemorialCare Orange Coast Memorial Hospital
 - MemorialCare Saddleback Medical Center
 - South Coast Global Medical Center
 - Orange County Global Medical Center
 - UCI Health - Fountain Valley Regional Hospital & Medical Center
 - UCI Health - Los Alamitos Medical Center
 - UCI Health - Placentia-Linda Hospital
- St. Joseph Hospital **
 - St. Jude Medical Center **
- **Cardio, Hepatobiliary, Ortho & Neuro only

Medicare-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - Blue Shield of California
 - CalOptima*
 - Clever Care
- Humana
 - SCAN Health Plan
 - UnitedHealthcare
 - WellCare/HealthNet

Commercial-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - AHMC/Newport Health
 - Blue Shield of California
- Cigna
 - Humana
 - UnitedHealthcare
 - WellCare/HealthNet



Prospect Medical: San Diego

Business Development Manager: [Kristin Kroeze](#)

**250+** primary care providers

**13** urgent care locations

**900+** specialty care providers

**9** health plans

**8** contracted hospitals

LabCorp services*

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Hospital Locations:

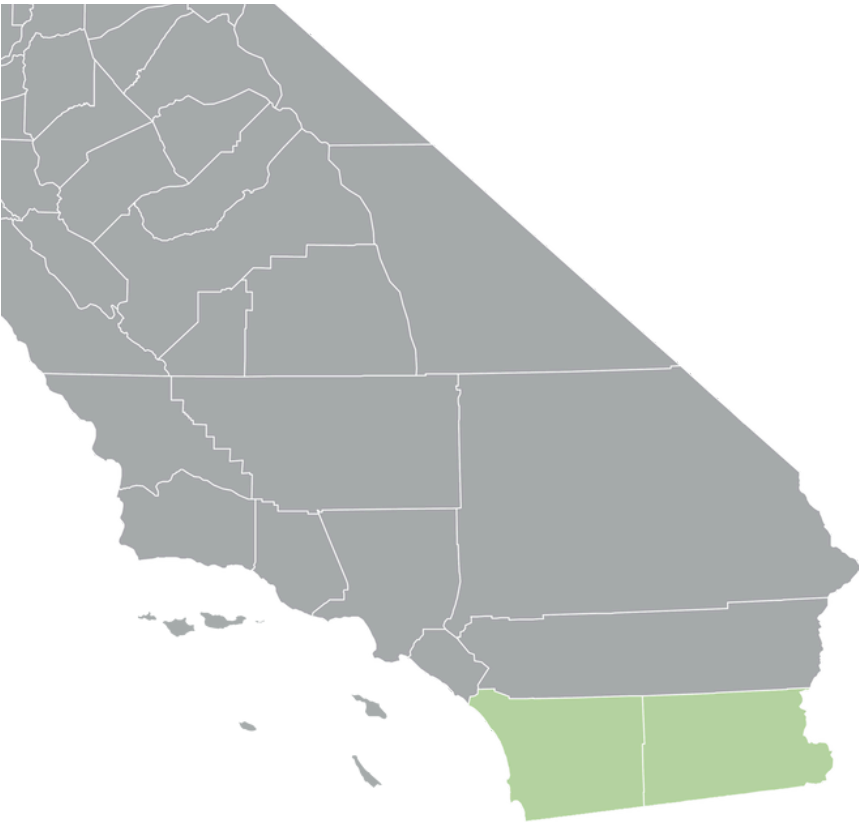
- Scripps Green Hospital
- Scripps Memorial Hospital Encinitas
- Scripps Memorial Hospital La Jolla
- Scripps Mercy Hospital Chula Vista
- Scripps Mercy Hospital San Diego
- Palomar Medical Center Poway
- Palomar Medical Center Escondido
- Tri-City Medical Center

Medicare-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - Blue Shield of California
 - Central Health
 - Clever Care
- Humana
 - Molina Health Plan
 - SCAN Health Plan
 - HealthNet

Commercial-Accepted Health Plans

- Aetna
 - Anthem Blue Cross
 - Blue Shield of California
- Humana
 - HealthNet




Prospect Medical: Inland Empire

San Bernardino & Riverside Counties

Business Development Manager: [Emilee Contreras](#)


**650+** primary care providers

**42** urgent care locations

**1300+** specialty care providers

**10** health plans

**13** contracted hospitals

LabCorp services*

In some cases, we use other Lab service providers (e.g. PVMG and some MSO clients), please reach out to your Business Development Manager for details.

Hospital Locations:

Prospect Medical Group IE:

- Pomona Valley Medical Group:**
 - Pomona Valley Hospital Medical Center
- Upland Medical Group**
 - San Antonio Regional Hospital
- Corona Regional Medical Center
 - Inland Valley Medical Center
 - Parkview Community Hospital
 - Rancho Springs Medical Center
 - Temecula Valley Hospital
 - Hemet Global Medical Center
 - Meniffee Global Medical Center
 - John F. Kennedy Memorial Hospital
 - Desert Regional Medical Center
 - Victor Valley Global Medical Center
 - Hi-Desert Medical Center

Medicare-Accepted Health Plans

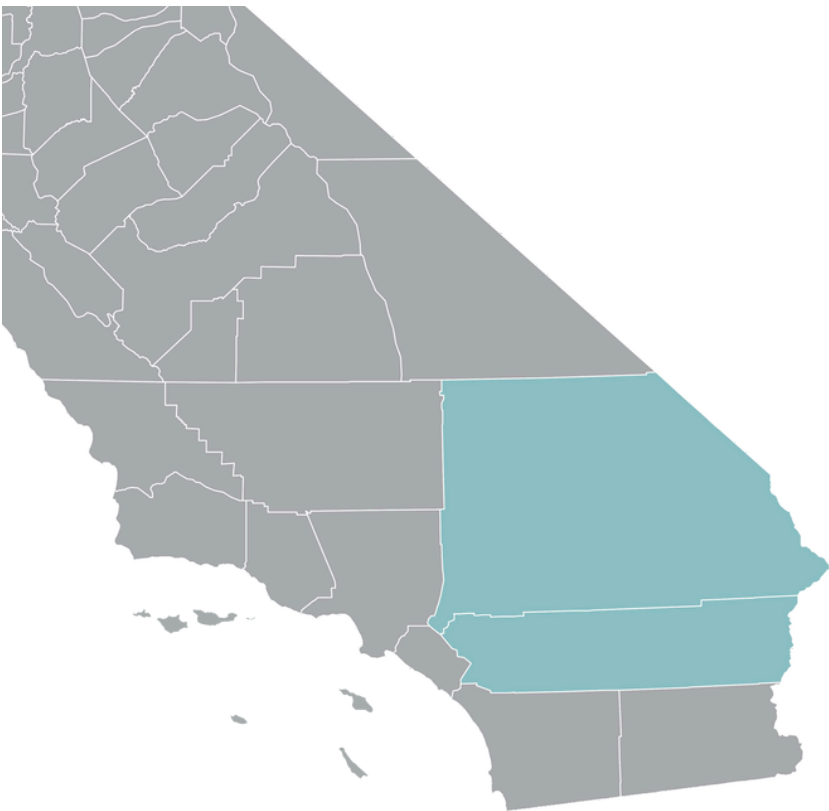
- | | | |
|-----------------------------|----------------------|----------------------|
| • Aetna | • Central Health | • LA Care |
| • Anthem Blue Cross | • Clever Care | • Molina Health Plan |
| • Blue Shield of California | • HealthNet/Wellcare | • SCAN Health Plan |
| | • Humana | • UnitedHealthcare |

*ACCEPTED HEALTH PLANS VARY BASED ON MEDICAL GROUP

Commercial-Accepted Health Plans

- | | | |
|----------------------------|-----------------------------|-----------------------|
| • Aetna | • Blue Shield of California | • Molina Health Plan* |
| • AHMC/Newport Healthcare* | • Cigna* | • UnitedHealthcare* |
| • Anthem Blue Cross | • LA Care* | • HealthNet |

*ACCEPTED HEALTH PLANS VARY BASED ON MEDICAL GROUP



Prospect Medical: Arizona (Maricopa County)

National Vice President of Business Development: [Diane Barrera](#)



120+ primary care providers



500+ specialty care providers



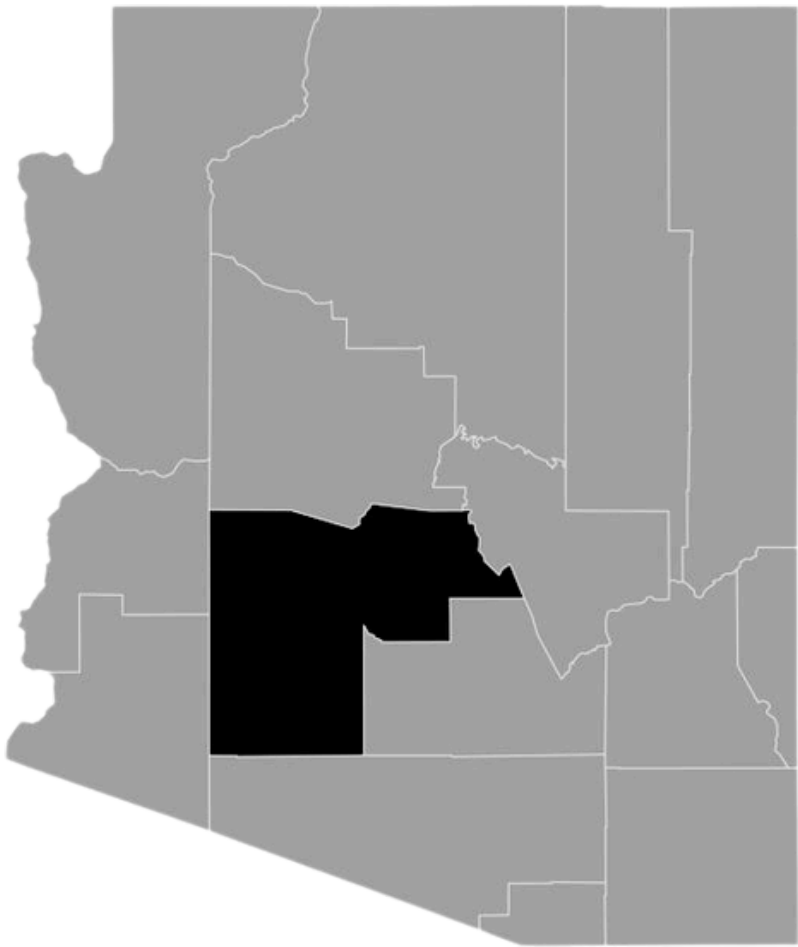
42 urgent care locations

Hospital Locations:

- Abrazo West Campus - Tenet
- Abrazo Cave Creek Hospital - Tenet
- Abrazo Scottsdale Campus - Tenet
- Abrazo Arrowhead Campus - Tenet
- Abrazo Surprise Hospital - Tenet
- Abrazo Arizona Heart Hospital - Tenet
- Abrazo Central Campus - Tenet
- Abrazo Mesa Hospital - Tenet
- Surgical Specialty Hospital of Arizona, LLC dba The CORE Institute Specialty Hospital (Not part with Tenet-Ortho)
- O:A:S:I:S Hospital (Phoenix) Part of Tenet


Medicare-Accepted Health Plans


- SCAN Health Plan
- Cigna





Prospect Medical: Texas (Bexar County)


National Vice President of Business Development: [Diane Barrera](#)


**50+** primary care providers

**42** urgent care locations

**500+** specialty care providers

**10** health plans

**Access to all San Antonio Hospitals**

**Tenet/Baptist Health services**

Hospital Locations:

Access to ALL San Antonio Hospitals

- Baptist Health System
- Methodist Health System
- Christus
- University Health System

Medicare-Accepted Health Plans

- Aetna
- Blue Cross Blue Shield of Texas
- Molina Health Plan
- SCAN Health Plan
- WellPoint
- WellCare



Additional Resources

Prospect Medical Resources

Broker Line

(844) 818 - 1210

Broker Email Support

brokersupport@prospectmedical.com

New Member Orientation Information

Medicare Advantage Member Concierge Line:
(877) 619 - 5900

Medicare Advantage Member Email Support:
Seniors.vip@prospectmedical.com

Customer Service Line

(800) 708 - 3230

Prospect Medical Provider Directory Search



Broker Resources Available For Download



Health Plan Resources

Aetna

Phone: (866) 714-9301

Anthem Blue Cross

Phone: (888) 209-7839

Blue Shield of California

Phone: (800) 559-5905

CalOptima

Phone: (657) 900-1222

Central Health Plan

Phone: (626) 388-2375

Cigna

Phone: (800) 261-6242

Clever Care

Phone: (877) 525-3837

Health Net

Phone: (866) 822-1339

Humana

Phone: (800) 309-3163

L.A. Care

Phone: (855) 248-7778

Molina Health Plan

Phone: (866) 440-9788

SCAN Health Plan

Phone: (888) 445-2038

UnitedHealthcare

Phone: (888) 381-8581

WellCare

Phone: (866) 822-1339

Medicare

Phone: (800) 633-4227

Social Security

Phone: (800) 772-1213

Medi-Cal

Phone: (916) 552-9200