

Rincon Health Network Independent Physician Association (IPA) Member Handbook

Welcome Letter

Welcome to Rincon Health Network! We're honored that you've chosen us to be part of your healthcare journey.

As a member of our Independent Physician Association, you now have access to a dedicated network of experienced, compassionate providers who are committed to delivering personalized, high-quality care. Our goal is to support your health and well-being every step of the way—whether it's preventive care, managing a condition or simply answering your questions.

If you ever need assistance navigating your care or understanding your benefits, our Team is here to help. We look forward to building a strong, lasting relationship with you.

Thank you for placing your trust in us. We're so glad you're here.

Warm regards,

Member Services
Rincon Health Network
805-840-2524 or toll free 844-582-1307
MemberServices@RinconHN.com

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Overview of the IPA's mission, vision, and values.

Rincon Health Network is a physician-led Independent Practice Association (IPA) proudly serving Ventura County. We were founded with a mission to support local, independent doctors and improve healthcare access, coordination, and outcomes for patients across the region.

At the heart of everything we do is a deep commitment to patient-centered care. Our growing network of trusted primary care physicians and specialists is dedicated to delivering personalized, compassionate care that meets the unique needs of each individual and family we serve.

We believe that healthcare works best when decisions are made locally—by doctors who know their patients and understand their communities. That's why we focus on empowering physicians with the tools, resources, and support they need to provide the highest quality care.

Our team works closely with health plans and provider groups to streamline authorizations, and care coordination—so our doctors can spend more time where it matters most: **with their patients.**

At Rincon Health Network, we're more than a network—we're a healthcare partner you can trust. Whether you're a physician or a patient, our goal is simple:

To deliver coordinated, high quality, and patient-centered care that improves health outcomes and enhances the patient experience.

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Member Services

Our Member Services team is here to support you as you navigate the healthcare system. Whether you have questions about your benefits, need help finding a provider, or simply want guidance on your next steps, we're just a call away. Please don't hesitate to reach out—we're here to help you every step of the way.

Selecting your Primary Care Provider

Your Primary Care Physician (PCP) plays a central role in managing the overall healthcare needs of you and your family. They coordinate your care, help you access necessary services and maintains your medical records.

You're always welcome to visit your Primary Care Physician (PCP)—even when you're feeling well. In fact, we encourage you to schedule an initial appointment to get started. This first visit is a great opportunity for your PCP to get to know you, review your medical history, discuss any current medications, and talk through any health questions or concerns you may have.

As your PCP becomes familiar with your health history and personal needs, they may refer you to specialists for additional care. To learn more about accessing specialty services, please refer to the ***Specialty Care*** section of this handbook.

Preventive Health – Supporting Your Wellness

We're committed to helping you stay healthy through preventive care. Our services are designed to maintain your well-being and catch potential health issues early.

We encourage you to partner with your PCP for regular checkups, recommended screenings, and immunizations—simple steps that can make a big difference in your long-term health.

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OB/Gyn

Female patients of all ages can receive routine and ongoing care from one of our OB/GYN specialists—no referral needed. You're welcome to choose a provider from our OB/GYN directory or ask your PCP for a recommendation.

If you are pregnant or become pregnant, your OB/GYN will support and care for you throughout your pregnancy and delivery.

Specialty Care

Pre-Authorization Requirements

When your PCP or specialist determines that additional care is needed, a pre-authorization, also known as a referral, request will be submitted for review. Our Authorizations team, in collaboration with a Physician Reviewer, will assess the request based on your medical condition, treatment needs, and your health plan's coverage, including any applicable exclusions or limitations. Authorization decisions are guided by nationally recognized, evidence-based criteria. *Please note that services not covered by your health plan cannot be approved.*

You typically need pre-authorization for:

Specialist visits (e.g., cardiology, dermatology)	Home Health Services
Surgeries & procedures	Non-Emergency Hospital Admissions
Advanced Imaging (e.g., MRI, CT scans)	Out-of-network Service
Durable Medical Equipment (DME)	

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Specialty Care (continued)

Your physician will submit your pre-authorization request as **Routine**, **Urgent** or **Stat**, which are used to prioritize medical service requests based on clinical urgency.

- **Routine:** Standard request for non-urgent services or procedures; this is the most common type.
- **Urgent:** Used when services are needed sooner than Routine, but not immediately; the situation is not life-threatening.
- **STAT:** Indicates an immediate need for a service or an emergency-level review due to a potentially life-threatening condition.

You'll receive written notification once a decision has been made regarding your prior authorization request. If you have any questions about the decision or would like more details about the review process, our Member Services team is here to help—please don't hesitate to reach out!

Your medical services are coordinated and covered directly through Rincon or your health plan. You're only responsible for your co-pays, co-insurance, applicable deductibles, and services not covered under your specific plan benefits.

If you happen to receive a bill from a physician or outpatient provider, don't worry—just reach out to Rincon's Member Services team for assistance.

Our Commitment to Fairness in Medical Authorization

At Rincon Health Network, we believe everyone deserves equal access to the care they need. When reviewing medical authorization requests, we follow strict policies to ensure fairness and non-discrimination for all patients—regardless of race, ethnicity, gender identity, sexual orientation, age, disability, veteran status, or any other protected characteristic.

We're committed to creating an inclusive and respectful healthcare experience. If you ever feel that you've been treated unfairly during the authorization process, or if you have questions about how decisions are made, please contact our Member Services team. We're here to support you.

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Need Care Quickly, But It's Not an Emergency?

If you need prompt medical attention for a *non-life-threatening* issue, just call your Primary Care Physician's (PCP) office. Same-day appointments are often available to help you feel better fast.

If you need medical advice after regular office hours, your Primary Care Physician's on-call doctor is available to speak with you. They'll help assess your situation and guide you on the best next steps—whether that means visiting urgent care, going to the emergency room, or waiting to see your PCP during regular hours.

Need Immediate Medical Attention?

If you or someone else is experiencing any of the following, call **911** or go to the **nearest emergency room immediately**:

Chest pain or pressure (possible heart attack)
Severe shortness of breath
Head injuries or major trauma
Compound fractures (bone protruding through skin)
Seizures
Sudden weakness, numbness or slurred speech (possible stroke)
Severe abdominal pain
Uncontrolled bleeding/major open wound
Loss of consciousness
Severe allergic reactions with breathing difficulty
Drug or alcohol overdose

Emergency departments are equipped to handle complex and critical medical situations 24/7.

After receiving emergency treatment, please notify your PCP within 24 to 48 hours, or as soon as possible. Your PCP will assist with any necessary follow-up care.

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Urgent Care

If you're experiencing a non-life-threatening health issue and your primary care provider's office is closed, such as after hours, on weekends, or during holidays, urgent care is a helpful alternative. These centers are equipped to handle many common medical concerns promptly when your regular doctor isn't available.

Please note: for services received during your primary care provider's open hours, prior authorization may be required, or you can wait until the office is closed to seek care at an urgent care center.

Urgent care centers usually offer shorter wait times and lower costs than emergency rooms, and they can help with a variety of common health issues, such as:

- Minor sprains or strains
- Back or muscle pain
- Sore throat or earache
- Bronchitis or persistent cough
- Minor cuts or burns
- Skin rashes or mild allergic reactions
- Urinary tract infections (UTIs)
- Vomiting or diarrhea (without severe dehydration)
- Pink eye
- Mild asthma symptoms

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Our contracted Urgent Care Centers are:

Community Memorial Urgent Care – Oxnard

2921 Saviers Road
Oxnard, CA 93033
Phone: (805) 487-5585

Community Memorial Urgent Care – Santa Paula

242 E Harvard Blvd, STE C
Santa Paula, CA 93060
Phone: (805) 525-9595

Community Memorial Urgent Care – Ventura

2721 E Main Street
Ventura, CA 93003
Phone: (805) 667-2841

Community Memorial Urgent Care – Camarillo

422 Arneill Road
Camarillo, CA 93010
Phone: (805) 383-4520

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Our Members have the following Responsibilities:

- **Provide Accurate Information**
Share complete and accurate health information with your providers.
- **Follow Agreed-Upon Treatment Plans**
Participate in your care and follow the treatment plan you and your doctor agree upon.
- **Respect Providers and Staff**
Treat healthcare staff and other patients with courtesy and respect.
- **Understand Your Health Plan**
Know your benefits, coverage limits, and responsibilities under your health plan.
- **Keep Appointments**
Arrive on time and notify your provider if you need to cancel or reschedule

Our Members have a Right to:

- **Respectful Care:** To receive considerate, respectful, and culturally appropriate care regardless of race, religion, gender, sexual orientation, or ability to pay.
- **Information:** To be fully informed about your diagnosis, treatment options, and prognosis in terms you can understand.
- **Choose Providers:** To select a primary care physician and to request a change if desired, within the IPA network.
- **Participate in Decisions:** To be involved in decisions about your healthcare, including the right to refuse treatment.
- **Your Medical Records:** To view and request a copy of your medical records from your doctor. Your request must be made in writing. Once received, your doctor has 15 days to provide the records and may charge a fee for the copies
- **Privacy and Confidentiality:** To have your medical records and communications kept confidential, with access limited to those involved in your care.
- **Emergency Services:** To receive emergency care when and where it is needed, without prior authorization.

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- **File Complaints or Appeals:** To voice concerns or file grievances about care or services without fear of retaliation. To file a complaint (grievance), or appeal, please contact your health plan.
- **Access Care:** To receive timely access to medically necessary services, including referrals to specialists.

HIPAA and Patient Privacy

The federal Health Insurance Portability and Accountability Act (HIPAA) and California law give you rights to:

- Ask to see and get a copy of your health records.
- Have corrections added to your health information.
- Receive a notice that tells you how your health information may be used and shared in the future.
- Decide if you want to give your permission before your health information can be used or shared.
- Get a report on when and why your health information was shared.
- Visit the [California Attorney General's website on Privacy Protections](#) for more information about your rights.
- Also view the California Office of Health Information Integrity website for more information about [federal and state health laws](#).

For more details, please visit our website at www.RinconHN.com, or contact our Member Services team for personalized assistance.

Thank you for choosing Rincon Health Network. We're honored to be part of your health journey and deeply committed to delivering the compassionate care and attention you deserve.

Welcome—we're truly grateful to have you with us.

Rincon Health Network Member Services
(805) 840-2524 or (844) 582-1307 (toll free)
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www.RinconHN.com