

24 / 7 HEALTHCARE ACCESS



PROMISECARE
Quality Healthcare. Promised.

HEMET COMMUNITY
TEMECULA VALLEY PHYSICIANS
MENIFEE VALLEY COMMUNITY
FAMILY/SENIORS
MEDICAL GROUPS

300+ PHYSICIANS

WELCOME TO PROMISECARE

Local doctors, connected care, and one number to call.

Choosing a medical group matters. You want a physician you trust, care that’s close to home, and someone to call when the system gets confusing. That is what PromiseCare is built to do.

Welcome to healthcare centered around you.

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HEMET COMMUNITY
TEMECULA VALLEY PHYSICIANS
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OUR PROMISE TO YOU

Quality Care. Local Physicians. Personal Support.

At PromiseCare, your health and your choices come first. As one of the largest Independent Physician Association networks in the Inland Empire, we bring together local physicians, specialists, hospitals, urgent care centers, and care teams to keep your care connected and close to home.

A LARGE LOCAL NETWORK

- 🌀 300+ physicians and specialists
- 🌀 20 urgent care locations
- 🌀 Access to top-rated hospitals
- 🌀 24-hour emergency services
- 🌀 One of the region's largest networks of female physicians
- 🌀 CT, MRI, and advanced imaging

PERSONAL SUPPORT

- 🌀 Member Services in person or by phone
- 🌀 On-site case management
- 🌀 Appointment scheduling help
- 🌀 Referral assistance
- 🌀 Help understanding your coverage
- 🌀 Broker support during enrollment

We will help you find a Primary Care Physician who fits.

(951) 791-1111 | TTY: 711 | www.PromiseCare.com



**HEMET COMMUNITY
TEMECULA VALLEY PHYSICIANS
MENIFEE VALLEY COMMUNITY
FAMILY/SENIORS
MEDICAL GROUPS**

DEAR VALUED MEMBER,

Medicare's Annual Enrollment Period runs October 15 through December 7. It is your opportunity to review your healthcare choices for the coming year.

Choosing a health plan and a medical group can feel overwhelming. PromiseCare is here to make it easier.

With more than 300 physicians, we connect you to primary care, specialists, and services throughout your community. As a member, you have access to:

- A broad network of physicians and specialists
- Personal help finding a physician
- Health education programs at no cost
- Wellness and preventive care resources
- Telemedicine services
- A local Member Services team

We are proud to serve the communities where our members live and work. Whether you are looking for a doctor, have a question, or want to learn about our health education programs, one call reaches a person who can help.

ONE REQUEST

Schedule your annual wellness visit. It is the single best thing you can do for your health this year, and it helps your doctor catch small problems before they become big ones.

CALL PROMISECARE MEMBER SERVICES

(951) 791-1111 | TTY: 711 | Monday through Friday, 8:00 a.m. to 5:00 p.m.

Sincerely,

Your PromiseCare Team

INSURANCE

We Accept Major Insurances Including
Medicare Advantage Plans



Aetna
(Commercial/Senior)



**Alignment
Healthcare**
(Senior)



**Anthem
BlueCross**
(Commercial/Senior)



**Blue
Shield**
(Commercial/Senior)



**Health
Net**
(Commercial/Senior)



Cigna
(Commercial)



**SCAN
Health Plan**
(Senior)



Humana
(Senior)



**United
Healthcare**
(Commercial/Senior)

CARE WHEN YOU NEED IT

Same Day. After Hours. Seven Days a Week.

Health questions do not wait for business hours. Neither do we.

20

**URGENT
CARE
LOCATIONS**

Open seven days a week across Hemet, San Jacinto, Menifee, Murrieta, Temecula, Wildomar, Lake Elsinore, and Corona.

No appointment needed. Full listing on the next page.



SAME-DAY SUPPORT

Call Member Services.



24-HOUR EMERGENCY

Emergency care at every hospital in our network.



TELEMEDICINE

See your doctor from home when a visit isn't necessary.

**Not sure which Urgent Care to go to?
Call us.**

(951) 791-1111 | TTY: 711

URGENT CARE LOCATIONS

We Have You Covered 7 Days a Week

HEMET

ABC URGENT CARE • (951) 652-2228

1701 E. Florida Ave., Hemet, CA 92544

ALLIANCE URGENT CARE • (951) 929-6900

3853 W. Stetson Ave., Ste. 100, Hemet, CA 92545

**APPLE MEDICAL GROUP URGENT CARE
(951) 925-2523**

1207 E. Florida Ave., Hemet, CA 92543

SEVEN STAR URGENT CARE • (951) 929-6777

1525 W. Florida Ave., Ste. D, Hemet, CA 92543

SAN JACINTO

SJ URGENT CARE • (951) 260-0186

1579 S. San Jacinto Ave., Ste. B
San Jacinto, CA 92583

MENIFEE

**A PLUS WALK-IN URGENT CARE
(951) 696-7587**

29821 Antelope Rd., Ste. 102, Menifee, CA 92584

INLAND URGENT CARE • (951) 246-3033

27168 Newport Rd., Ste. 1, Menifee, CA 92584

MURRIETA

**A PLUS WALK-IN URGENT CARE
(951) 696-7587**

41880 Kalmia, Ste. 100, Murrieta, CA 92562

ACCELERATED URGENT CARE • (951) 436-0777

28110 Clinton Keith Rd., Murrieta, CA 92563

MURRIETA EXPRESS CARE • (951) 667-7780

24910 Las Brisas Rd., Ste. 116, Murrieta, CA 92562

TEMECULA

ACCELERATED URGENT CARE • (951) 595-8282

29400 Rancho California Rd., Temecula, CA 92591

ACCELERATED URGENT CARE • (951) 365-5585

41540 Winchester Rd., Temecula, CA 92590

INLAND URGENT CARE • (951) 303-6440

29738 Rancho California Rd., Ste. B
Temecula, CA 92591

**TEMECULA 24 HOUR URGENT CARE
(951) 308-4451**

41715 Winchester Rd., Ste. 101, Temecula, CA 92590

WILDOMAR

ACCELERATED URGENT CARE • (951) 483-2020

36290 Hidden Springs Rd., Ste. D
Wildomar, CA 92595

LAKE ELSINORE

**A PLUS WALK-IN URGENT CARE
(951) 696-7587**

31571 Canyon Estates Dr., Ste. 100
Lake Elsinore, CA 92532

ACCELERATED URGENT CARE • (951) 409-9966

29997 Canyon Hills, Ste. 1604
Lake Elsinore, CA 92532

CORONA

**CITRUS VALLEY MEDICAL ASSOCIATES
(951) 737-0910**

308 W. 6th St., Ste. 101, Corona, CA 92882

**MEDICROSS CLINIC & URGENT CARE
(951) 272-5900**

487 Magnolia Ave., Ste. 102, Corona, CA 92879

Not sure where to go? Call us.

(951) 791-1111 | TTY: 711

HOSPITAL AFFILIATIONS



kpc HEALTH
Hemet Global Medical Center



kpc HEALTH
Menifee Global Medical Center



HEMET GLOBAL MEDICAL CENTER
1117 E. Devonshire Ave., Hemet, CA 92543
(951) 652-2811
HemetGlobalMedCenter.com



MENIFEE GLOBAL MEDICAL CENTER
28400 McCall Blvd., Menifee, CA 92585
(951) 679-8888
MenifeeGlobalMedicalCenter.com



INLAND VALLEY MEDICAL CENTER
36485 Inland Valley Dr., Wildomar, CA 92595
(951) 677-1111
InlandValleyMedCenter.com



RANCHO SPRINGS MEDICAL CENTER
25500 Medical Center Dr., Murrieta, CA 92562
(951) 696-6000
RanchoSpringsMedCenter.com

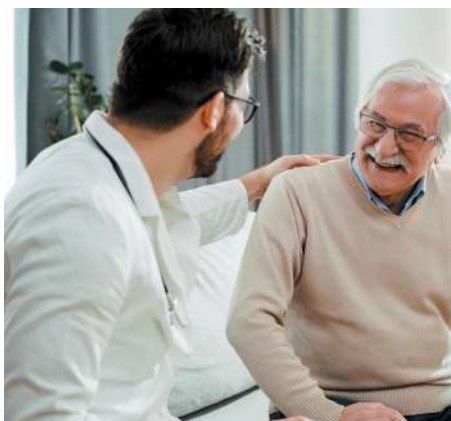


TEMECULA VALLEY HOSPITAL
31700 Temecula Pkwy., Temecula, CA 92592
(951) 331-2200
TemeculaValleyHospital.com

PROMISECARE SUPPORT CENTERS

ONE NUMBER REACHES ALL THREE

(951) 791-1111 | TTY 711



SENIOR MEMBER SERVICE CENTER

Monday-Friday
8:00AM - 5:00PM

Walk in, or call (951) 791-1111

COME HERE FOR

- Coverage and benefits questions
- Help with forms and paperwork
- Sitting down with someone in person



PROMISECARE CALL CENTER

Monday-Friday
8:00AM - 5:00PM

(951) 791-1111

CALL FOR

- Help with finding or changing your PCP
- Assistance with appointments and referrals
- Reaching your care team



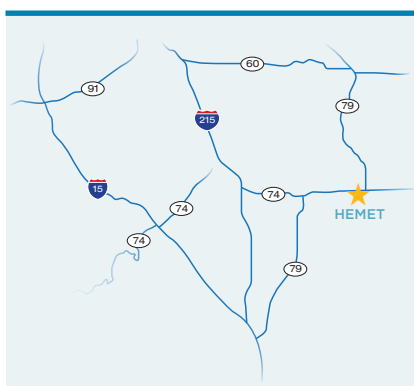
HEALTH EDUCATION

Monday-Friday
8:00AM - 5:00PM

(951) 791-1111 Ext.450

CALL FOR

- Class schedules and sign-up
- Diabetes, heart, and nutrition programs



THE ONE YOU CAN VISIT IN PERSON

The Senior Member Service Center is open to members without an appointment. Bring your insurance card and any paperwork you need help with.

1565 W. Florida Ave., Hemet, CA 92543

HEALTH EDUCATION & WELLNESS

Take an active role in your health.

Small classes. Practical tools. No cost to members.

CLASSES YOU CAN JOIN - CALL (951) 791-1111 EXT. 450

DIABETES/PREDIABETES SELF-MANAGEMENT

Lecture, group discussion, and activities covering food selection, weight, activity, medication, self-monitoring, and stress. Includes preventing complications, blood glucose monitoring, eating out, and sick-day planning. Follows American Diabetes Association and American Association of Diabetes Educators guidelines.

HEART HEALTH

For anyone working to lower cholesterol, triglycerides, or blood pressure. Covers lifestyle changes, physical activity, medication, and stress management, plus meal planning, label reading, and low-fat, low-sodium dining.

NUTRITION FOR LIFE

The Anti-Inflammatory and Mediterranean diets combined, known as the AIMeD diet. Flexible, variety-friendly eating with meal planning, menus, and shopping lists. Can be tailored for irritable bowel disorders, kidney disease, congestive heart failure, and more.

WEIGH-TO-GO

An ongoing nutrition and weight program built on sound advice and group support. Covers lifestyle changes, eating for optimal health, spotting food fads and unhealthy diets, physical activity, and staying motivated.

FIVE STEPS TO BETTER HEALTH

1. See your doctor. 2. Get screened. 3. Know your numbers. 4. Stay vaccinated. 5. Stay active.

MEDICARE ANNUAL WELLNESS VISIT

One visit a year, at no cost, your PCP will review your health; review your health risk; update medications; confirm your medical and family history; measure your height, weight, and blood pressure; evaluate you for signs of memory loss, dementia, or frailty; and review preventive services recommended for you. It is the single best thing you can do for your health this year.

FIVE-STAR MEASURES

A short list of checkups and habits that Medicare tracks as markers of good care. Staying current on them lowers your risk of illness and hospitalization.

- Annual wellness visit
- Blood pressure control
- Cancer screenings
- Medication adherence
- Diabetes care, if applicable

Have questions? Call
(951) 791-1111 | TTY: 711

WITH YOU THROUGH EVERY STEP

Case Management and Care Coordination.

Healthcare gets complicated at exactly the moment you have the least energy for it. Our team will help coordinate your care alongside your doctor.

CASE MANAGEMENT WHEN THINGS GET COMPLEX

For members facing a serious, complex, or long-term condition, a dedicated case manager coordinates your care.

- Full-time case manager nurses during hospital stays
- Discharge planning and follow-up appointments
- Medical equipment and home care arrangements
- Coordination between your doctors and specialists
- Support through extended treatment

WHO QUALIFIES FOR CASE MANAGEMENT

Members with chronic or complex conditions, a high risk of hospitalization, complicated medication regimens, or a serious diagnosis.

Ask for Case Management
CALL (951) 791-1111 | TTY: 711

CHOOSING YOUR PHYSICIAN

In Four Easy Steps.

Your PCP is the most important choice you will make about your care. Let us help you find the right doctor who is a good fit for you.

1

Think about what matters to you

Location, close to home or work. Specialty, whether Family Practice, Internal Medicine, or General Practice. Language and communication style. Office hours and same-day availability.

2

Browse the physicians on pages 14 to 21

Every primary care physician in the network, listed by medical group with their specialty, phone number, and office address.

3

Call Member Services

We will answer questions and help you select the right doctor for you. If you are not sure who is taking new patients, we will find out for you.

4

Call your health plan with the physician's name

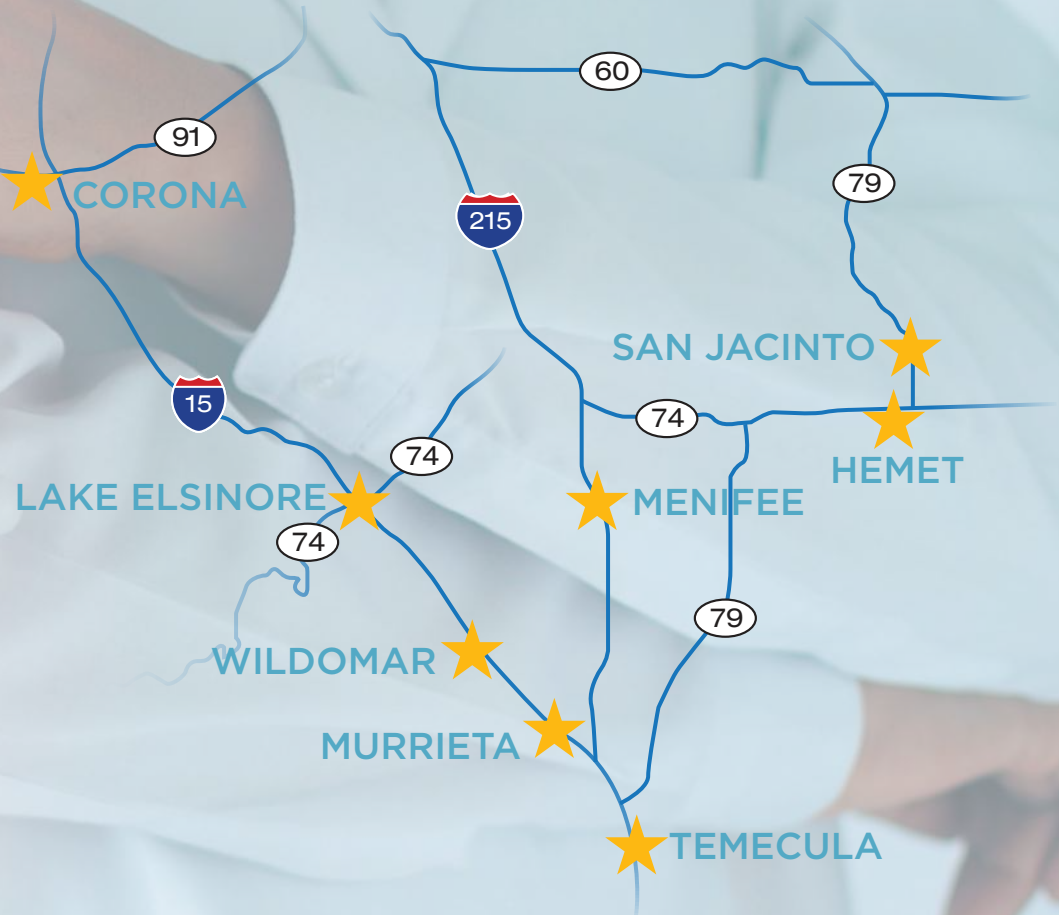
You can change your PCP at any time by calling your health plan or Member Services, and changes typically take effect the first of the following month.

CALL TO MAKE YOUR FIRST VISIT WITH YOUR PHYSICIAN

Schedule your annual wellness visit early in the year. Bring your insurance card, a list of your medications, and any recent test results.

Call (951) 791-1111 | TTY: 711

HEMET COMMUNITY
TEMECULA VALLEY PHYSICIANS
MENIFEE VALLEY COMMUNITY
FAMILY/SENIORS
MEDICAL GROUPS



Medical Groups

Physicians and specialists across eight cities,
connected by one network.



HADIA ASHRAF, M.D.
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Hemet CA 92544



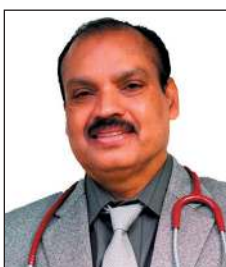
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41511 E. Florida Ave.
Hemet, CA 92544

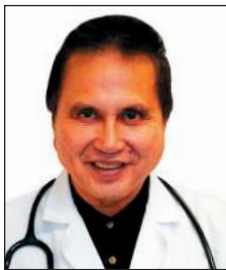
**Not sure which physician is
right for you?**

Member Services can tell you who is taking new patients, who speaks your language, and who has same-day appointments. There is a short guide to choosing on page 12.



(951) 791-1111

TTY: 711



TOMAS ARANETA, M.D. **INTERNAL MEDICINE**

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29826 Haun Rd., Ste. 201
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(951) 679-7022
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Menifee, CA 92586



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INTERNAL MEDICINE

BOARD CERTIFIED

(951) 301-7611

29798 Haun Rd., Ste. 308
Menifee, CA 92586



SERVICES AVAILABLE THROUGH OUR NETWORK

- 24-Hour Emergency Services
- CT/MRI Scans
- DaVinci Robotics
- New State-of-the-Art Cardiac Center
- Obstetrics/Gynecology & Maternal/Child Health Services
- Oncology Services
- Orthopedic Services
- Primary Stroke Center
- Skilled Nursing Facility
- Sub-Acute Long-Term Care Unit
- Total Joint Replacement Procedures
- Vascular Services





MICHAEL BASCH, M.D.
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39755 Date St., Ste. 103
Murrieta, CA 92563



JASON BLACK, M.D.
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(951) 677-2252
24680 Jefferson Ave., Ste. A
Murrieta, CA 92562



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31170 Temecula Pkwy., Ste. 100
Temecula, CA 92592
25470 Medical Center Dr., Ste. 102
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(951) 674-1505
25109 Jefferson Ave., Ste. 100
Murrieta, CA 92562



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25109 Jefferson Ave., Ste. 100
Murrieta, CA 92562



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LARRY HUGHES, M.D.
FAMILY PRACTICE

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(951) 925-9565
4020 W. Florida Ave.
Hemet, CA 92545

FOUND YOUR DOCTOR? BOOK YOUR ANNUAL WELLNESS VISIT.

It is the single best thing you can do for your health this year, and it helps your doctor catch small problems before they become big ones. Make it your first visit of the year.

(951) 791-1111 | TTY 711 | www.PromiseCare.com

One Network. Many Specialties.

PromiseCare brings independent community physicians together in one coordinated network. Your primary care physician helps coordinate your care and connects you with specialists when you need them.

SPECIALTIES IN OUR NETWORK

Allergy	Infectious Disease	Plastic & Hand Surgery
Audiology	Laboratory	Podiatry
Bariatric Surgery	Nephrology	Prosthetics & Orthotics
Cardiology	Neurology	Psychiatry
Dermatology	Neurosurgery	Psychology
Electrophysiology	Nuclear Medicine	Pulmonology
Endocrinology	OB/GYN	Radiology
ENT/Otolaryngology	Ophthalmology	Retina
Family Planning	Orthopedic Surgery	Rheumatology
Gastroenterology	Pain Management	Sleep Studies
General Surgery	Perinatology	Urology
Hematology/Oncology	Physical Therapy	Wound Care



Find a Primary Care Physician

From everyday healthcare to specialized care, we're here to help keep your care connected.

Scan with your phone camera, or visit www.PromiseCare.com. The online list is updated as the network changes.

QUESTIONS WE HEAR MOST

WHAT IS AN IPA?

An Independent Physician Association. Local doctors who keep their own practices and work together as one medical group. You get the personal attention of an independent office with the resources of a network.

DO I HAVE TO CHANGE DOCTORS?

Not if your doctor is in the PromiseCare network. Check this book or call us.

DO I NEED A REFERRAL TO SEE A SPECIALIST?

For most specialty care, yes. Your PCP starts it. Most referrals process within a week. If you have not heard in seven days, call Member Services.

WHICH HOSPITALS CAN I USE?

Any hospital listed on page 8 or you may be referred elsewhere based on your medical needs.

CAN I GO STRAIGHT TO URGENT CARE?

Yes, and no appointment is needed. During business hours, call your PCP's office first when there is time. They often have same-day sick appointments, and they can direct you to an in-network urgent care so your visit is covered. On weekends and after hours, go straight to an in-network urgent care. HMO members must receive prior authorization from their PCP before visiting an urgent care during regular business hours.

WHAT IF I NEED HELP AFTER HOURS?

Call your PCP's office. An answering service will page the on-call doctor for urgent needs. For emergencies, call 911 or go to the closest Emergency Room.



HOW DO I MAKE A LAB APPOINTMENT?

Scan the QR code with your phone, call Quest Diagnostics at 888-277-8772, or contact Member Services for assistance.

SOMETHING ELSE? CALL (951) 791-1111 | TTY: 711



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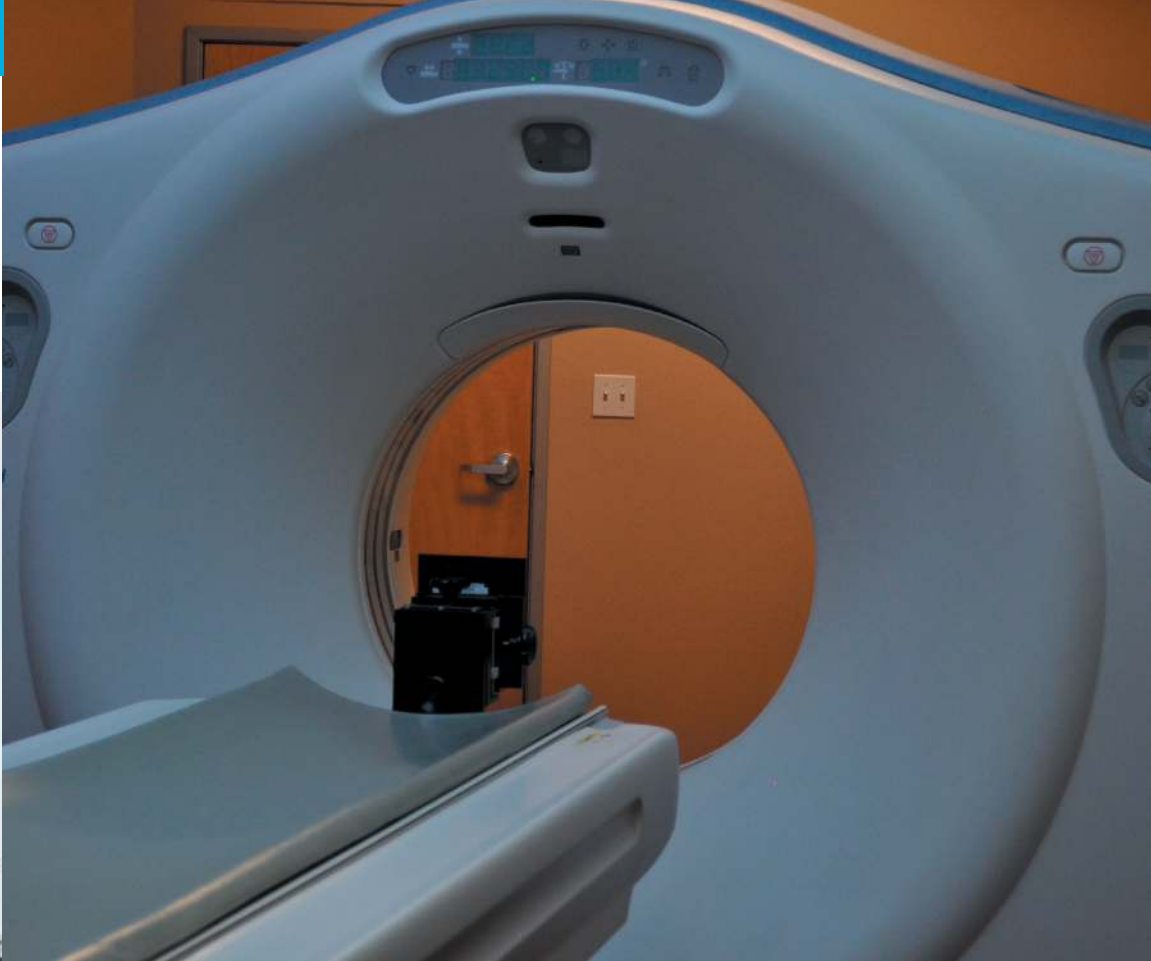
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KPC Health is **PROUD** of its Residency Program

BRINGING ACADEMIC EXCELLENCE TO OUR HOSPITALS

The Post Graduate Medical Education Residency Program has been designed to ensure mastery of clinical medicine. The goal of the program is to enable postgraduate trainees to become competent, proficient, and professional physicians who support the medical needs of our community for years to come.

We offer a diverse range of clinical education programs, encompassing various specialties such as **Internal Medicine, Transitional Year, Family Medicine, Endocrinology Fellowship, Gastroenterology Fellowship, and Infectious Diseases Fellowship.**

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Accreditation Council for
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OUR MISSION

The mission of the KPC Health Graduate Medical Education Program is to provide physician residents a training program with a comprehensive structured academic and procedural clinical education in both inpatient and outpatient settings in our Internal Medicine, Transitional Year, Family Medicine, Endocrinology Fellowship, Gastroenterology Fellowship, and Infectious Diseases Fellowship.

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Make an appointment and get on with your day

Your neighborhood Quest location is improving how scheduling works. When you book an appointment, you'll receive personalized care with little to no wait time.

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We strongly recommend you make an appointment ahead of time. However, if you do come to Quest without an appointment, you may be accommodated during the next available appointment opening. You'll be able to make an appointment for the same day or another day on your mobile phone or by using the kiosk inside. You may also check appointment availability at nearby Quest locations.

**Schedule Your Appointment Today by
Calling (888) 277-8772 or Visiting QuestDiagnostics.com**

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(888) 277-8772 | QuestDiagnostics.com
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APPOINTMENT ONLY

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28125 Bradley Rd., Ste. 245, Menifee, CA 92586

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Options to make an appointment:

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**APPLE MEDICAL GROUP URGENT CARE
(951) 925-2523**
1207 E. Florida Ave., Hemet, CA 92543

SEVEN STAR URGENT CARE • (951) 929-6777
1525 W. Florida Ave., Ste. D, Hemet, CA 92543

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SJ URGENT CARE • (951) 260-0186
1579 S. San Jacinto Ave., Ste. B
San Jacinto, CA 92583

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27168 Newport Rd., Ste. 1, Menifee, CA 92584

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MURRIETA EXPRESS CARE • (951) 667-7780
24910 Las Brisas Rd., Ste. 116, Murrieta, CA 92562

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