



# **St. Vincent IPA** **Quick Reference Guide**

Provider Relations Department: (562) 860-8771

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*The Patient's Choice for Health Care*

**[www.stvincentipa.com](http://www.stvincentipa.com)**

**Last Updated June 2019**

## St. Vincent IPA Important Lines

ADMINISTRATION	Phone	Fax	Email
Dr. Imad El Asmar <i>Medical Director</i>	(213) 487-6867	(310) 232-2332 (pager)	
Leesa Johnson <i>VP of IPA Operations</i>	(562) 860-8771, ext 108	(562) 207-658	<a href="mailto:ljohnson@stvincentipa.com">ljohnson@stvincentipa.com</a>
CLAIMS	Phone	Fax	Mailing Address
	(562) 860-8771, ext 2001	(760) 631-7614	Primary Care Physicians – Encounter Data St. Vincent IPA PO Box 4999 Oceanside, CA 92052  Fee-for-Service (FFS) Claims PO Box 5089 Oceanside, CA 92052
For Appeals, please fax to (760) 631-7614			
Please mail all Claims and Encounter Data on a CMS-1500 form			
CLINICAL SERVICES	Phone	Fax	Email
Authorizations	(562) 860-8771, ext 2001		
Referrals	(562) 860-8771, ext 2001	(562) 924-1453	
Utilization Management	(562) 860-8771, ext 2001	(562) 924-1453	
For issues not being resolved for the Authorization department, please call x169 or x177			
CREDENTIALING	Phone	Fax	Email
Sacha Burciaga <i>Credentialing Manager</i>	(562) 860-8771, ext 186	(562) 402-7965	<a href="mailto:sburciaga@pdtrust.com">sburciaga@pdtrust.com</a>
MARKETING	Phone	Fax	Email
Seyi Awosanya <i>Marketing Specialist</i>	(562) 860-8771, ext 109	(562) 207-6583	<a href="mailto:sawosanya@pdtrust.com">sawosanya@pdtrust.com</a>
Valerie Chaidez <i>Network Development Rep</i>	(562) 860-8771, ext 165	(562) 207-6577	<a href="mailto:vchaidez@pdtrust.com">vchaidez@pdtrust.com</a>
Grace Picanso <i>Network Development Rep</i>	(562) 860-8771, ext 117	(562) 207-6547	<a href="mailto:gpicanso@pdtrust.com">gpicanso@pdtrust.com</a>
PROVIDER RELATIONS	Phone	Fax	Email
Marci Shinomoto <i>IPA Manager</i>	(562) 860-8771, ext 107	(562) 924-1603	<a href="mailto:mshinomoto@pdtrust.com">mshinomoto@pdtrust.com</a>
Kourtney Carter <i>Provider Relations Specialist</i>	(562) 860-8771, ext 112	(562) 207-6558	<a href="mailto:kocarter@pdtrust.com">kocarter@pdtrust.com</a>
RISK ADJUSTMENT	Phone	Fax	Email
Gabriel Ruiz <i>Director, Risk Adjustment and Quality</i>	(562) 860-8771, ext 168	(760) 477-2921	<a href="mailto:gruiz@pdtrust.com">gruiz@pdtrust.com</a>

## Health Plan Listings

St. Vincent IPA accepts the following health plans:

- Aetna
- Alignment Health Plan
- Anthem Blue Cross/California Care
- Blue Shield of California
- Blue Shield of California 65+
- Brand New Day
- Central Health Plan
- CIGNA
- Easy Choice Health Plan
- Health Net
- Humana
- L.A. Care Health Plan
- SCAN Health Plan
- United Healthcare

ST. VINCENT IPA

This information is subject to change.

Each of these health plans has various lines of business, and they are detailed on the following page.

*The Patient's Choice for Health Care*

**Aetna**

Commercial HMO/POS, Medicare Advantage

**Phone: (877) 776-9430**

**Alignment Health Plan**

Medicare Advantage

**Phone: (866) 634-2247**

**Anthem Blue Cross**

Commercial HMO/POS, Medicare Advantage

**Phone: (888) 230-7338**

**Blue Shield 65 Plus**

Commercial HMO/POS, Medicare Advantage

**Phone: (800) 541-6652**

**Brand New Day**

Medicare Advantage

**Phone: (866) 255-4795**

**Central Health Plan**

Medicare Advantage

**Phone: (866) 314-2427**

**CIGNA**

Commercial HMO/POS

**Phone: (800) 244-6224**

**Easy Choice**

Medicare Advantage

**Phone: (866) 999-3945**

**Health Net**

Cal MediConnect, Commercial HMO/POS,

Medicare Advantage

**Phone: (800) 641-7761**

**Humana**

Medicare Advantage

**Phone: (800) 457-4708**

**LA Care Health Plan**

Cal MediConnect

**Phone: (888) 522-1298**

**SCAN Health Plan**

Medicare Advantage

**Phone: (877) 452-5898**

**United Healthcare**

Commercial HMO/POS, Medicare Advantage

**Phone: (877) 596-3258**



## St. Vincent IPA Website - PCP Log-in Page

In an effort to better serve our Providers, St. Vincent IPA is continually making updates and enhancements to our website. We encourage you to visit our website at [www.stvincentipa.com](http://www.stvincentipa.com) periodically to check for updated information.

Our Quality Programs tab offers our providers information regarding HEDIS, CMS 5 Star Measures and Best Practice Guidelines and you can find training documents related to Compliance Training under the Resource Compliance Training tab.

We also provide additional forms and documents available in our Provider Portal that can be accessed using the PCP Log-in information below.

### PCP Log-in information:

Username = stvpcp

Password = stv893

If you have any questions, feel free to contact St. Vincent IPA's Marketing Department at **(562) 860-8771, ext. 109**.



## Services

### Hospitalist/Case Management

It is critical that only the St. Vincent IPA contracted Hospitalist admit and follow your patients requiring hospitalization.

**Dr. Imad El Asmar**  
**Office: (213) 487-6867**  
**Pager: (310) 232-2332**

- St. Vincent Medical Center
- Hollywood Presbyterian Medical Center

If you have a St. Vincent IPA patient that is requiring Hospital Emergency or In-Patient Services, please make sure to contact St. Vincent IPA's Case Management Department at:

**During business hours: (562) 860-8771, ext. 184**

**After hours: (562) 257-7893**



# St. Vincent IPA

## The Patient's Choice for Health Care For Hospital Needs



To ensure the highest level of care for inpatient needs, St. Vincent IPA is contracted with several of the region's top hospitals. Please review the list below for our network of contracted hospitals.

Our hospital network handles inpatient services. **If you have an emergency, call 911 or go to the closest emergency room.** Once you are stable, you will be transferred to an in-network facility for the remainder of your care.

### **St. Vincent Medical Center (Adults)**

2131 West 3rd Street  
Los Angeles, CA 90057, USA  
**Phone: (213) 484-7111**

### **California Hospital Medical Center (Pediatrics and Obstetrics only)**

1401 South Grand Avenue  
Los Angeles, CA 90015  
**Phone: (213) 748-2411**

### **Good Samaritan Hospital (Adults)**

1225 Wilshire Boulevard  
Los Angeles, CA 90017  
**Phone: (213) 977-2121**

### **Hollywood Presbyterian Medical Center (Adults)**

1300 North Vermont Avenue  
Los Angeles, CA 90027, USA  
**Phone: (213) 413-3000**





# St. Vincent IPA

## The Patient's Choice for Health Care For Radiology Facilities



There are times when your provider will want you to see a radiologist. In these instances, services will be performed at one of the facilities list on this page. Your primary care doctor will give you an order for the radiological exam and direct you to the appropriate facility. Many questions about your radiological procedure can be answered by contacting the imaging department at the facility you will be visiting.

**For providers: If you need to refer your patients to another facility, please contact our Provider Relations Department at (562) 860-8771, ext 107 or 112.**

### **St. Vincent Medical Center (Adults)**

2131 West 3rd Street  
Los Angeles, CA 90057  
**Phone: (213) 484-7111**

### **St. Vincent Outpatient Radiology (POB)**

201 S. Alvarado Street  
Suite 311  
Los Angeles, CA 90057  
**Phone: (213) 484-7011**

### **Renaissance Imaging Center, Downtown**

500 South Virgil Ave  
Suite 102  
Los Angeles, CA 90020  
**Phone: (323) 375-3950**

### **Renaissance Imaging Center, Wilshire**

1245 Wilshire Blvd  
2<sup>nd</sup> Floor  
Los Angeles, CA 90017  
**Phone: (213) 867-3275**

St. Vincent is also partnered with UMI and Radnet chains. To find an imaging center near you, please visit

<http://www.umih.com/locations/> and  
<https://www.radnet.com/imaging-centers/find-an-imaging-center>





# St. Vincent IPA

The Patient's Choice for Health Care

For Urgent Medical Needs That Are Not Life-Threatening



## Commonly treated illnesses at an Urgent Care

- Sore throat, fever or ear aches
- Minor injuries, burns, and lacerations
- Skin infections and rashes
- Minor fractures or broken bones
- Backaches
- Frequent urination
- Burning sensation when urinating
- Persistent vomiting
- Abdominal pain or cramping
- Allergic reactions

- Insect or animal bites
- Sports injuries
- Sinus problems/other upper respiratory infection

## Benefits of accessing an Urgent Care vs. ER

- Avoid long waiting time in the emergency room
- Urgent cares provide quality care
- Faster care, the average visit lasts under an hour
- Avoid higher co-pays for an emergency room visit
- Urgent Cares offer extended hours

### **CINA Urgent Care**

3756 Santa Rosalia Dr, Los Angeles, CA 90008

**Hours:** Mon-Fri: 7am – 7pm

**Phone:** (310) 742-5961

### **Dusk to Dawn Urgent Care, Gardena**

1045 West Redondo Beach Blvd, Gardena, CA 90247

**Hours:** Mon-Fri: 9am – 9pm, Sat & Sun: 9am – 2pm

**Phone:** (323) 888-2273

### **Dusk to Dawn Urgent Care, Inglewood**

323 North Prairie Avenue, Inglewood, CA 90301

**Hours:** Mon-Fri: 9am – 9pm, Sat & Sun: 9am – 2pm

**Phone:** (323) 888-2273

### **Dusk to Dawn Urgent Care, Lynwood**

3680 East Imperial Hwy, Lynwood, CA 90262

**Hours:** Mon-Fri: 9am- 9pm, Sat & Sun: 9am-2pm

**Phone:** (323) 888-2273

### **Dusk to Dawn Urgent Care, Paramount**

15745 Paramount Blvd, Paramount, CA 90723

**Hours:** Mon-Fri: 9am – midnight, Sat. & Sun.: 9am-6pm

**Phone:** (323) 888-2273

### **Glen Oaks Urgent Care**

1100 West Glenoaks Blvd, Glendale, CA 91202

**Hours:** Mon-Fri: 9am-8pm, Sat & Sun: 9am-5pm

**Phone:** (818) 242-3333

### **Holy Cross Urgent Care**

4864 Santa Monica Blvd, Los Angeles, CA 90029

**Hours:** Mon-Sun: 9am – 9pm

**Phone:** (323) 660-7770

### **The Urgent Care at Vermont**

1234 North Vermont Avenue, Los Angeles, CA 90029

**Hours:** Mon-Fri: 9am – 8pm, Sat: 9am - 3pm, Closed on Sundays

**Phone:** (323) 660-0831

### **Vernon Urgent Care**

231 West Vernon Ave, Los Angeles, CA 90037

**Hours:** Mon-Fri: 11am – 9pm, Sat-Sun: 11am – 6pm

**Phone:** (323) 234-1468



## Labs



St. Vincent IPA has partnered with Quest Diagnostics to provide routine laboratory services to our members. Quest Diagnostics has many convenient locations throughout Los Angeles County to ensure that you do not have to go far for lab services.

To find a lab near you, you can also use the Quest Diagnostics Find-A-Lab tool by going to this link: <https://secure.questdiagnostics.com/hcp/psc/jsp/SearchLocation.do>

**Customer Care Center/ Appointments: (866) 697-8378**

