



Bakersfield Family  
Medical Group



Welcome

# Patient Rights and Responsibilities

## Member Rights

Members have rights and associated responsibilities in the course of their health care service delivery. All contracted health plans have formal statements of member rights and responsibilities. The following represents some of the rights a member has:

1. Be treated with dignity and respect.
2. Exercise these rights without regard to gender, sexual orientation or religious background.
3. Be provided with information about Bakersfield Family Medical Group (BFMG), its services, and the health care service delivery process.
4. Be informed of non-emergent cost of care and receive an explanation of the member's financial obligations as appropriate, prior to incurring the expense (including co-payments, deductibles, and coinsurance).
5. Examine and receive an explanation of bills generated for services delivered to the member and payable by member (e.g. non-covered services).
6. Have 24-hour access to the member's primary care physician (or covering physician).
7. Receive complete information about the diagnosis, proposed course of treatment or procedure, alternate courses of treatment or non-treatment, the clinical risks involved in each, and prospects for recovery in terms that are understandable to the member, in order to give informed consent or to refuse the course of treatment.
8. Actively participate in decisions regarding the member's health care and treatment plan, regardless of cost or benefit coverage. To the extent permitted by law, this includes the right to refuse any procedure or treatment. If the recommended procedure or treatment is refused, and explanation will be given addressing the effect that this will have on the member's health.
9. Receive reasonable continuity of care and be given timely and sensible responses to questions and requests made for service.
10. Voice complaints or appeals about Bakersfield Family Medical Group or the care it provides.
11. Make recommendations regarding Bakersfield Family Medical Group members' rights and responsibilities policies.
12. Upon request, utilization management criteria used to authorize, modify, or deny health care services are available to the public.
13. Member will not be refused treatment or be discriminated against for having completed an advance directive.
14. Be represented by parents, guardians, family members or other conservators if members are unable to fully participate in their treatment plan.

Bakersfield Family Medical Group requires that physicians and health care professionals make medical decisions based on member's medical needs. We do not compensate anyone for denying coverage or service, and we do not use financial incentives to encourage denials of any needed medical service. To prevent inappropriate decision making, BFMG monitors for under – and over – utilization by analyzing data to identify causes and then takes actions to correct any instances of potential or actual under- or over-utilization.

Updated December 2024

# Patient Rights and Responsibilities

## Member Responsibilities

The following represents some of the responsibilities a member has:

1. Be familiar with the benefits and exclusions of the member's health plan coverage.
2. Provide the member's health care provider with complete and accurate information, which is necessary for the care of the member (to the extent possible).
3. Be on time for all appointments and notify the provider's office as far in advance as possible for appointment cancellation and rescheduling.
4. Report changes in the member's condition according to provider instructions.
5. Inform providers of the member's inability to understand information given to him/her.
6. Treat the health care providers and staff with respect and dignity.
7. Contact the member's primary care physician (or covering physician) for any care, which is needed after that physician's normal office hours.
8. Obtain an authorized referral from the member's primary care physician for a visit to a specialist and/or to receive any specialty care.
9. Follow the treatment plan, which has been developed and agreed upon by the health care provider and member, and understand the health problems and participate in developing mutually agreed upon treatment goals to the degree possible.
10. Be familiar and comply with Bakersfield Family Medical Group's health care service delivery system regarding questions and assistance.
11. Respect the rights, property, and environment of all physicians and Bakersfield Family Medical Group provider, staff, and other members.
12. Pay required co-payment or co-insurance amounts.

## Bakersfield Family Medical Group Locations

Bakersfield Family Medical Group's facilities offer superior patient convenience by providing Urgent Care, Lab, Radiology, Podiatry, Endocrinology, and a variety of specialty services at one convenient site. This multi-specialty group has expanded to better serve the medical needs of the residents of Kern County.



### Main Campus

4580 California Ave.  
Bakersfield, CA 93309  
661-327-4411  
M-F 8:00 a.m. - 5:00 p.m.



### Northeast

5601 Auburn St., Ste. A  
Bakersfield, CA 93306  
661-616-9700  
M-F 8:00 a.m. - 5:00 p.m.



### Northwest

3400 Calloway Dr. #400  
Bakersfield, CA 93312  
661-387-6000  
M-F 8:00 a.m. - 5:00 p.m.



### Tehachapi (Oak Tree)

20960 Sage Ln.  
Tehachapi, CA 93561  
661-823-2273  
M-F 8:00 a.m. - 5:00 p.m.





## BFMG Urgent Care

4580 California Avenue, Bakersfield, CA 93309

Walk-ins always welcome.

**Open 365 days a year, 8 a.m. – 8 p.m.**

Appointments Monday – Friday, 8 a.m. – 5 p.m.

For appointments, call **661-846-4840**

BFMG Urgent Care is designed to meet acute medical needs for adults and children:

- Shortness of breath
- Cough, Cold, Flu Symptoms
- Minor lacerations
- Headaches
- Sprains
- Minor Infections
- Fractures
- Rashes

## Shafter Urgent Care

501 Munzer St Suite A, Shafter, CA 93263

661-429-2739 | shafterurgentcare.com

## Vanguard Urgent Care - Arvin

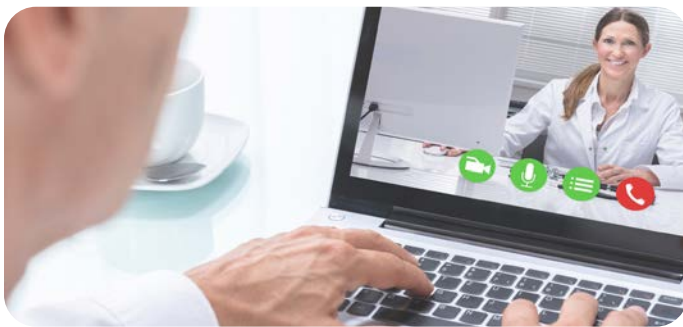
1100 Bear Mountain Blvd, Arvin, CA 93203

661-459-1020 | vanguardmedcorp.com

## BFMG IPA

Bakersfield Family Medical Group partners with multiple physicians located throughout Kern County who have joined together to form an Independent Physicians Association (IPA). These IPA physicians remain affiliated with BFMG although they maintain their own offices. Members who choose physicians of BFMG IPA will see their selected doctors in their conveniently located private offices. All members can access the full range of services, programs and specialists offered by BFMG.

## Virtual Urgent Care



Urgent Care services are available from the comfort of your own home. Available exclusively for BFMG HMO members only.

**No charges or co-payments.**

To schedule your Virtual Urgent Care appointment, call **661-616-9493**

Available 365 days a year, 8 a.m. - 8 p.m.

## 24-Hour Nurse Hotline



A call to the 24 hr. Nurse Hotline may provide you with the answers you need to direct you to the BFMG Urgent Care for services, potentially alleviating the long waiting experience when visiting the hospital Emergency Room.

To speak with a Nurse, call **661-327-4411**

On call 24 hours a day, 7 days a week.

## Laboratory Services – Provided by LabCorp

### Bakersfield

820 34th Street, Suite 102,  
Bakersfield, CA 93301

2920 F Street, Suite A-2,  
Bakersfield, CA 93301

3550 Q Street, Ste 102,  
Bakersfield, CA 93301

8331 Brimhall Rd, Suite 901,  
Bakersfield, CA 93312

3400 Calloway Dr #301,  
Bakersfield, CA 93312

4813 Coffee Rd, Suite 400,  
Bakersfield, CA 93308

2509 Mt. Vernon Ave #113,  
Bakersfield, CA 93306

4700 Panama Ln. #114,  
Bakersfield, CA 93313

9508 Stockdale Hwy, #130A,  
Bakersfield, CA 93311

500 Old River Road, Ste 104,  
Bakersfield, CA 93311

6001-D Truxtun Ave, #420,  
Bakersfield, CA 93309

12500 Stockdale Hwy,  
Bakersfield, CA 93314

### Delano

800 11th Ave, Suite A-2,  
Delano, CA 93215

1206 High Street,  
Delano, CA 93215

### Lake Isabella

5540 Lake Isabella Blvd. #200,  
Lake Isabella, CA 93240

### Shafter

501 Munzer St, Shafter, CA 93263

### Taft

100 E North Street, Taft, CA 93268

### Tehachapi

1100 W. Tehachapi Blvd, Suite C,  
Tehachapi, CA 93561

Visit **Labcorp.com** to find locations near you,  
view hours and make appointments, or call  
**888-522-2677**

**On-site lab services available at  
all BFMG locations** (see page 2 for  
addresses and phone numbers)

## Kern Radiology Services

### Downtown (Mammogram + Ultrasound)

1817 Truxtun Avenue. Bakersfield, CA 93301

### Downtown (CT + MRI)

1818 16th Street, Bakersfield, CA 93301

### Old River

9900 Stockdale Highway, Ste. 100 + 109  
Bakersfield, CA 93311

### Bahamas

2301 Bahamas Drive, Bakersfield, CA 93309

### San Dimas

3838 San Dimas, A-120, Bakersfield, CA 93301

### Riverwalk

9330 Stockdale Highway, Bakersfield, CA 93311

### Rio Bravo

4500 Morning Drive, Ste. 202, Bakersfield, CA 93306

### Tehachapi

20960 Sage Lane, Tehachapi, CA 93561

Visit **Radnet.com/kern-radiology** to find locations  
near you, view hours and make appointments, or  
call **661-324-7000**

# Preferred Network of Hospitals

## Accessing Care

- For routine care, call your Primary Care Provider (PCP) to schedule a visit.
- For non-life threatening medical conditions, BFMG Urgent Care is available 7 days a week, 8 a.m. to 8 p.m., 365 days a year.
- For emergency services, (life or limb threatening), call 911 or go to the nearest emergency room.

## Emergencies

- **Members are encouraged to appropriately use the 911 emergency response system when they have an emergency medical condition which requires an emergency response.**
- Emergency health care services do not require prior authorization.
- Emergency health care services are available and accessible within the service area 24 hours a day, 7 days a week.
- Emergency health care services include ambulance services within the service area to transport the member to the nearest 24-hour emergency facility with physician coverage.

## Hospitalization

Anytime you need hospitalization, your Primary Care Provider (PCP) must make the necessary arrangements. If you are hospitalized during an emergency, you should contact your PCP following discharge from the hospital to schedule follow-up care. If you have difficulty contacting and/or scheduling a follow up appointment with your PCP, we encourage you to contact the Concierge Nurse Coordinator at 661-616-5594 to assist with scheduling.

## Hospitals

### **Bakersfield Memorial Hospital**

420 34th Street, Bakersfield, CA 93301  
Emergency Room Open 24 Hours

### **Mercy Hospital Southwest**

400 Old River Road, Bakersfield, CA 93311  
Emergency Room Open 24 Hours

### **Mercy Hospital Downtown**

2215 Truxtun Avenue, Bakersfield, CA 93301  
Emergency Room Open 24 Hours

### **Bakersfield Heart Hospital**

3001 Sillect Ave, Bakersfield, CA 93308  
Open 24 Hours

### **Adventist Health Bakersfield**

2615 Chester Ave, Bakersfield, CA 93301  
Emergency Room Open 24 Hours

### **Kern Valley Hospital**

6412 Laurel Avenue, Mountain Mesa, CA 93240  
Emergency Room Open 24 Hours

# What Is A Referral?

A referral is a request for specialist services, testing, or equipment to help a PCP deliver the best care necessary.

## Steps For Referral Processing

- PCP/Specialist submits a referral for service to the Utilization Management (UM) Department at BFMG along with documentation that supports medical necessity.
- When the referral is received in UM, Data Entry staff will check eligibility and enter the referral.
- The referral will then go to a Referral Coordinator who will check benefits, gather all received information, and forward to a UM Case Manager for determination of medical necessity.
- If the referral does not meet nationally approved criteria, the referral will be submitted to the Medical Director for final review and determination.
- We are required to process referrals within specified time-frames:

Commercial Members	Medicare Advantage Members
Expedite: 72 Hours	Expedite: 72 Hours
Routine: 5 Business Days	Routine: 14 Calendar Days

## Reasons A Referral Request Can Be Delayed

- There is not enough documentation submitted for our Medical Director to make a decision.
- Further workup or testing is needed by the PCP or Specialist.
- We need additional time to verify health plan benefits for the service/care being requested, eg: durable medical equipment, chiropractic or acupuncture care.

## Reasons A Referral Can Be Modified

- The required medical information was not submitted or additional test are needed prior to approving the requested service.
- The requested provider is not contracted with BFMG and the services are available by a contracted provider.

## Reasons A Referral Can Be Denied

- The requested service is not a covered benefit under the specific medical health plan.
- The medical documentation received does not support the medical need for the service requested.

Patients may obtain a free of charge copy of the benefit provision, guideline, protocol or other similar criteria on which a denial decision was based, upon request. If you have any questions, have a problem or issue you would like to discuss, or to request a copy of the criteria used to make a decision on a referral, please contact the BFMG Customer Service department at 1-800-763-7732.

## Priority Care Program



The Priority Care Program is designed to help patients and their families understand their new or current medical issues. Patients are referred to the program by their PCP, a specialist, or after a hospital admission. After you are referred to our program, you will be offered an appointment.

During the first appointment, you will be seen by a program provider and a nurse case manager.

Once enrolled into the program, you will be followed closely by our providers instead of your PCP. Your nurse case manager will help manage the care you need by seeing you during your Priority Care visits and will be available during regular business hours to take your phone call if you have any questions or health related concerns. If you have a change in condition or health related questions after hours or on the weekend, you may call our 24 Hour Nurse Hotline at 661-327-4411.

The main goal of Priority Care is for you to understand your disease processes and how to take care of your conditions. By providing you with case management services, we are able to help you gain the highest level of independence.

Learn more about BFMG  
Priority Care at [bfmc.com](https://bfmc.com)





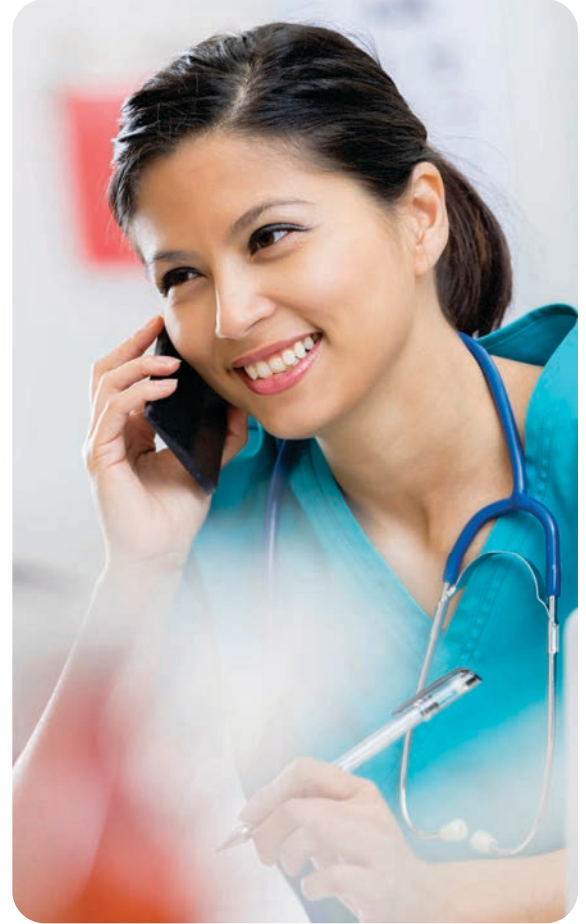
## High Risk Outpatient Case Management

At BFMG, we are eager to help you live life as fully and comfortable as possible.

The High Risk Outpatient Case Management program is designed to help patients manage their healthcare needs, provide education and resources on their health conditions, and assist patients in navigating the healthcare system.

The High Risk Outpatient Case Management program consists of nurse case managers who are available to assist with your healthcare needs telephonically when help is needed. You may refer yourself to the program by calling our Customer Service Department or your doctor can refer you.

The main goal of the High Risk Outpatient Case Management program is to successfully help you with your healthcare need(s) by providing you with knowledgeable and resourceful case manager assistance.



## Concierge Nurse Coordinator Services

Are you having difficulty accessing care and scheduling appointments?

We have designated a knowledgeable nurse coordinator that is ready to provide immediate assistance with appointments over the phone or via email. Bakersfield Family Medical Group is excited to provide this new service available to patients Monday – Friday 8am to 5pm.

You may call the Concierge Nurse Coordinator directly at **661-616-5594**. You may also contact the nurse via email at **[conciergenursecasemanagement@bfmc.com](mailto:conciergenursecasemanagement@bfmc.com)**. You are encouraged to provide as many details as you can on how the nurse can best assist you. Once the email is received, you should receive a same day response.

## Health Education



The Health Education Department at Bakersfield Family Medical Group is committed to providing comprehensive health education services to improve the quality of life of our patients. The Health Education Department offers several classes and services free of charge to BFMG HMO members.

Health Education offers the following lifestyle classes and services:

- Advance Health Care Directive (Free notary public)
- Body Motion \* (Exercise class)
- Diabetes Management
- Fun 2B Fit \* (Exercise class done mostly seated)
- Heart Healthy (Cholesterol/hypertension)
- Life Balance (Stress management)
- Slip and Fall Prevention
- Smoking Cessation
- Steps to a Healthy Lifestyle (Healthy eating and exercise)

\* Medical clearance required.

One-on-one instruction with a Registered Dietitian is available.

Located at 4570 California Avenue,  
Bakersfield, CA 93309

Learn more about BFMG  
Health Ed at [bfmc.com](http://bfmc.com)



For more information or to schedule an appointment, call **661-846-4650** or visit **[bfmc.com](http://bfmc.com)**

# Our Pledge...

**We C.A.R.E.** Our pledge is to meet our members' needs in an atmosphere of caring, compassion, friendliness, dignity and respect. We ensure patient confidentiality; we will accept responsibility for our actions; we will respect our customers; we will exceed our customers' expectations.

Bakersfield Family Medical Group provides an on-site Customer Service Department comprised of knowledgeable, sensitive representatives who are dedicated to total member satisfaction. It is our goal to provide timely, professional, effective and efficient service to all customers.

Members may contact Customer Service for any of the following services:

- Insurance eligibility
- Assistance with selecting or changing a physician
- Referral resolution
- Clarification on health care benefits
- Claims status and billing statement questions
- Health care compliments and/or complaints
- Health care education resources

### How can we help you?

Call our Customer Service Department Monday to Friday, from 8:00 a.m. – 5:00 p.m. TDD/TTY users can call 800-735-2929 (English) / 800-855-3000 (Spanish). Visit our website to view additional information including your member rights and responsibilities, non-English language support and member options for grievance resolutions.

## Give us a call at 1-800-763-7732

## BFMG Contacts

### Main

661-327-4411

### Main (Toll-Free)

800-734-2571

### Customer Service

800-763-7732

Need help with authorizations  
and referrals? **CALL CUSTOMER SERVICE**

### Centralized Scheduling

661-846-4522

### 24-Hour Nurse Hotline

661-327-4411

### Urgent Care

661-846-4840

### Virtual Urgent Care

661-616-9493

### Marketing Department

661-846-4662

### Health Education

661-846-4650

### TDD/TTY

800-735-2929 (English)

800-855-3000 (Spanish)

### ER/Urgent Admission

### Post Stabilization

833-554-2958



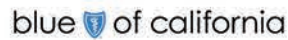
Visit our website for up-to-date  
information – **BFMC.com**

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## Affiliated Health Plans

### Individual and Employer Group Coverage

Managed care coverage through an HMO sold  
through employers or directly to individuals.



### Medicare Advantage Plans

Medicare managed care coverage offered by  
private health plans.

