

We've got you covered

Your dedicated partner in health



 **Regal**
Medical Group, INC.

 **Lakeside**
Community Healthcare™

 **ADOC**
Medical Group

Congratulations on making the right choice!



We know you have many choices when selecting a medical group that is right for you and your family. With thousands of doctors, hospitals and specialists in the largest physician-led network in SoCal, we are proud to deliver quality care and service that members like you expect – and we have been doing so for more than 40 years.

We are passionate about making sure you have the best experience possible and are dedicated to supporting your health and well-being beyond the doctor's office. From our health education and wellness classes to our medication assistance programs, we offer a variety of activities and community events to keep you engaged right in your neighborhood or through online participation.

I want to personally thank you for choosing our medical group and invite you to take advantage of the extra benefits and resources exclusively available to you by being our valued member. If you have any questions, please don't hesitate to contact us at (818) 357-5000.

Welcome to our medical group family!

Yours in good health,

A handwritten signature in black ink, appearing to read 'D. Frank'.

Daniel Frank
Chief Operating Officer



Your medical group focuses on you and your doctor

We are your care team, working side-by-side with your doctor to manage all of the healthcare needs for you and your family.

How we help you

- We contract with all major health plans and thousands of doctors giving you options to select coverage and providers that meet your needs
- We host thousands of fun, free events and informative health education classes in neighborhoods all across SoCal
- You have access to many no-cost programs for managing diabetes, medications, chronic conditions, and more!

How we help your doctor

- We work with your health plan by helping your doctor streamline administrative tasks so they can spend more time focusing on you
- We connect your doctor to our large network of quality hospitals, urgent care centers and specialists
- Our transition care team helps your doctor to coordinate your care from hospital to home

Our commitment to you is to always provide the kind of healthcare that you deserve. We know that having your doctor and medical group to support you every step of the way will help to continue your path to better health.



You get so much more

As your medical group, we work with all major health plans to deliver care through your covered benefits. We believe that maintaining good health is more than just having the right doctor. That's why we provide a broad range of value-added programs and quality services that go beyond your doctor's office. As a new member, we are excited to share in your journey to discover new ways to enrich your life, and experience better health.



Chronic disease self-management

Health educators, registered dietitians, case managers and pharmacists offer various programs and assistance to help you learn how to manage and live well with chronic conditions.



Health education & wellness classes

One way we help to keep you healthy is by providing a rich variety of health education classes and social events happening in your area. We also offer some classes online for your convenience. You can visit our online calendar at www.HealthyWayEvents.com which includes detailed descriptions along with the dates, times, locations and how to participate.



Partnering with your community

We work closely with community-based agencies to support the health of the communities we serve by sponsoring local events, social programs and health initiatives.



Medication assistance

Our pharmacists work with your primary care physician and other healthcare teams to review your prescription medications to ensure you receive the proper medications and dosage. They also review your medication list to eliminate counterproductive drug combinations and interactions to reduce instances of related ER use and hospitalization.



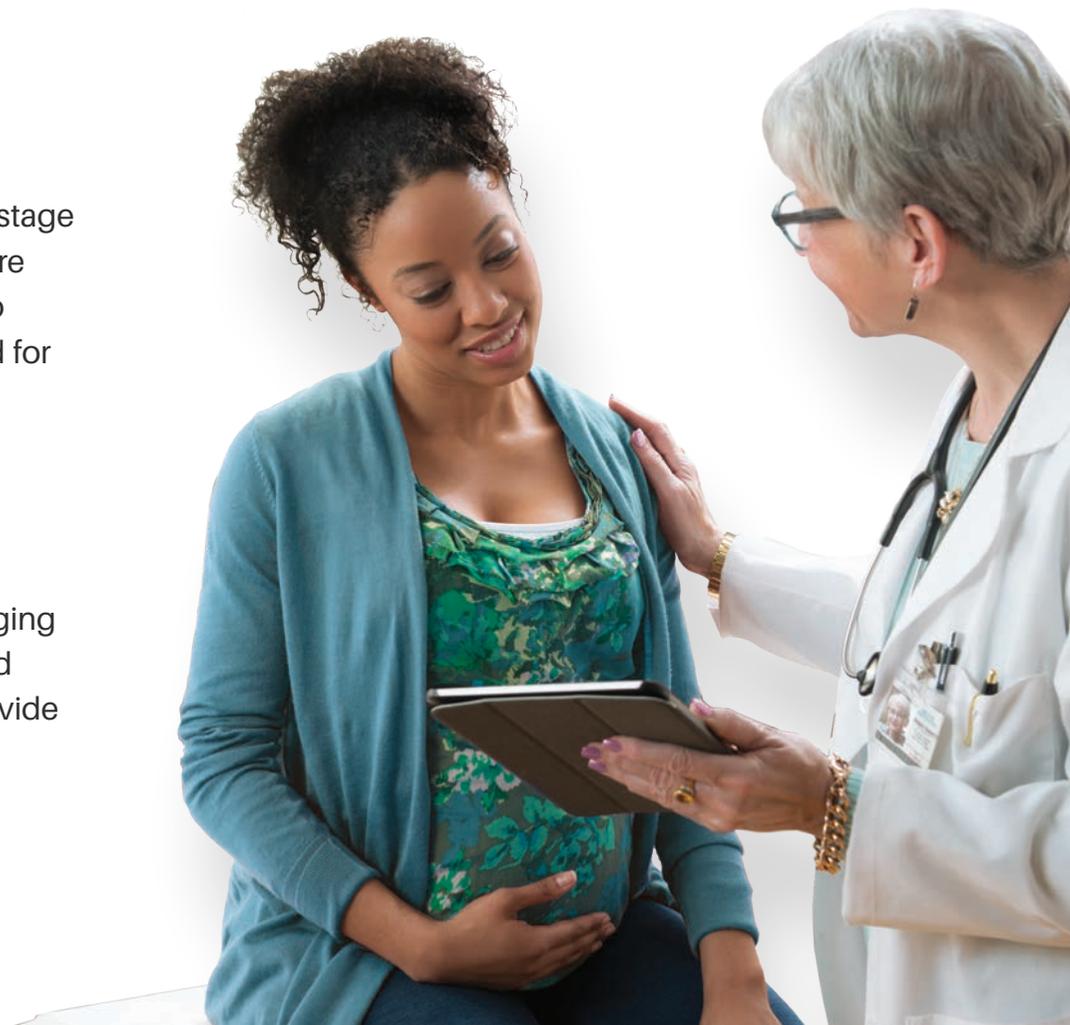
High-risk pregnancy coordination

Our prenatal care team works with primary care physicians to support women throughout every stage of their high-risk pregnancy. Specialty services are coordinated as needed and extra care is given to ensure a positive birthing experience is achieved for both baby and mom.



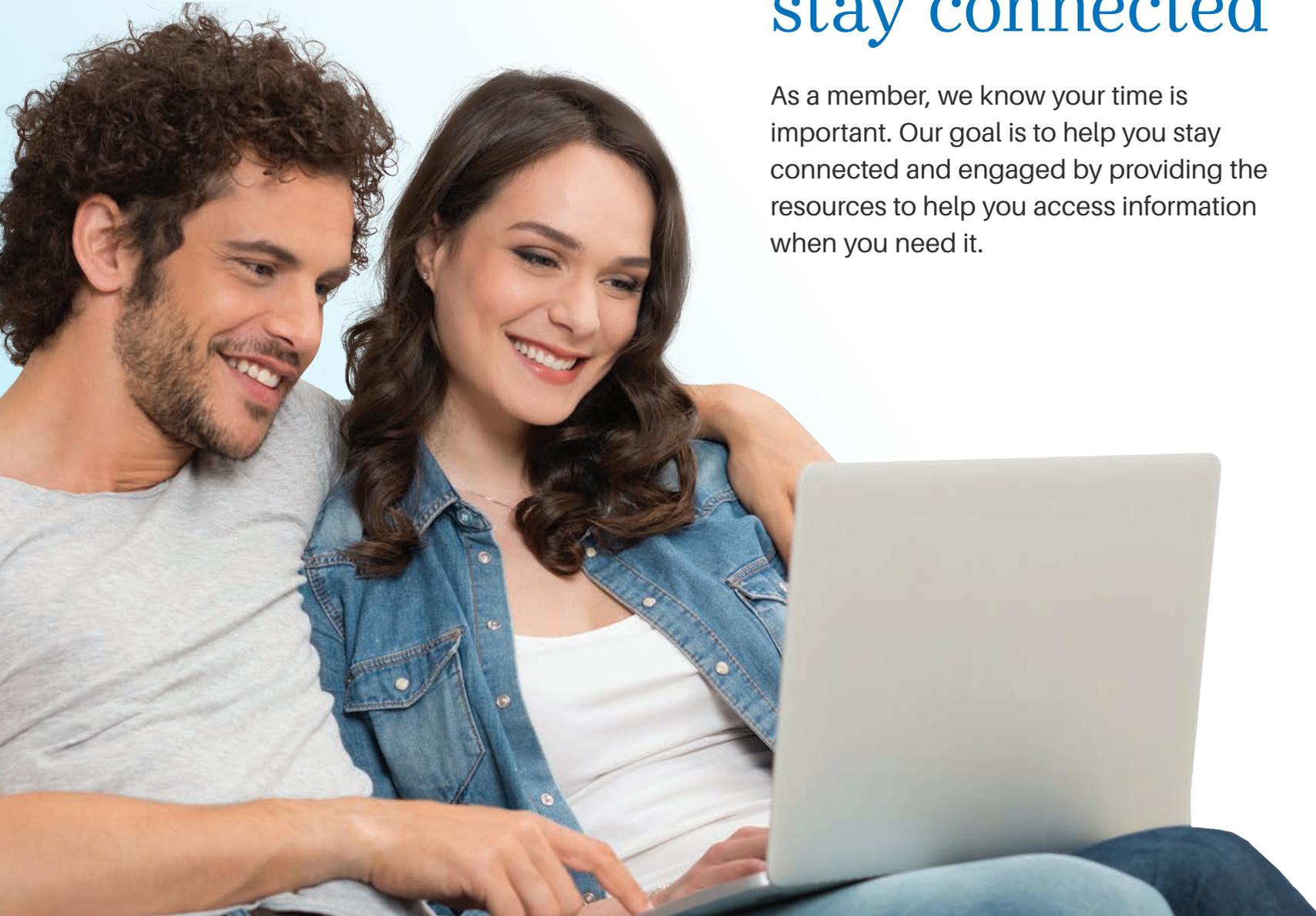
Vital care

For those who need additional assistance managing their health, we provide 24/7 access to dedicated clinical case managers who coordinate care, provide education and connect you to needed services including social work and behavioral health.



We help you stay connected

As a member, we know your time is important. Our goal is to help you stay connected and engaged by providing the resources to help you access information when you need it.



You can conveniently access a wealth of information and services by visiting us at **RegalMed.com**:



Authorization tracker will enable you to track the status of your authorization online without having to wait or call.



HealthyWayEvents.com showcases our current health education and exercise classes offered in your community as well as online. You will also find local leisure activities and other social events here.



Urgent care finder will help you locate the closest urgent care center to your home or office.



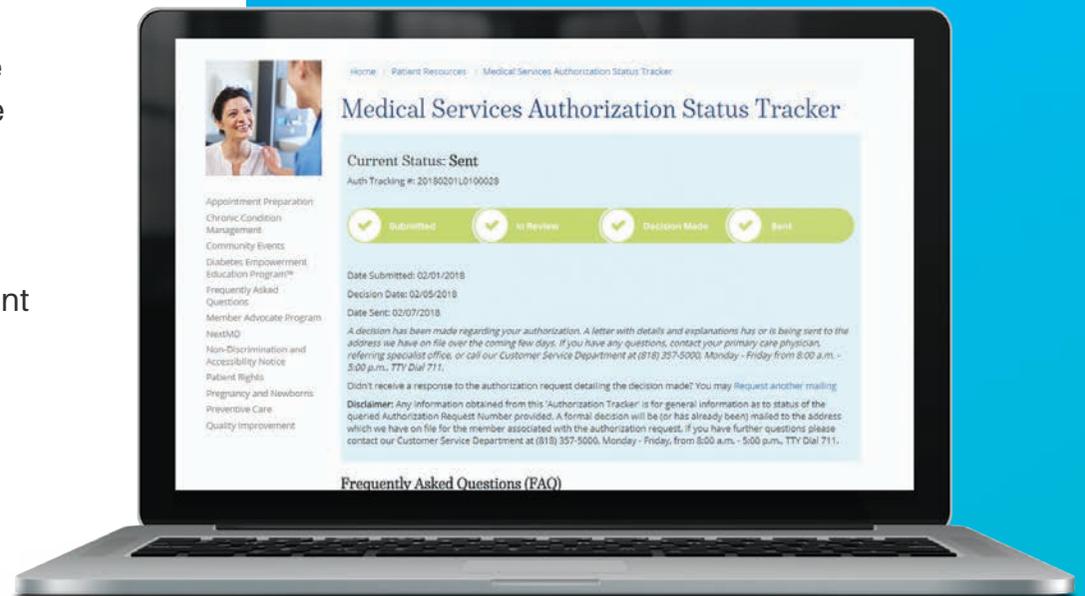
Patient resources section on the website provides a robust library of important health and wellness info designed to help you manage chronic disease and lead a healthy lifestyle.

Our purpose is to better every life we touch through the way we care.

Stay connected.

We are often reminded how important it is to get up-to-date information, especially when it comes to your healthcare. Join our email list at www.RegalMed.com/intouch.

Your information will be kept secure, only to be used for important updates from our medical group concerning your care.



Know when to use urgent care vs. hospital ER

At some point, we have all experienced a non-life-threatening emergency, but were not sure if an emergency room is really necessary. For these times, an urgent care center may be the best option.

Urgent care

Non-life threatening illnesses or injuries that can't wait for a doctor's appointment, such as:

- Strains and sprains
- Ear infections
- Fever and flu symptoms
- Minor burns or cuts

Emergency room

Life-threatening illnesses or injuries, such as:

- Chest pain or other heart attack symptoms
- Head injuries
- Severe bleeding or burns
- Severe abdominal pain

Some potential benefits of visiting an urgent care center include:



Extended hours including weekends



Often times lower out-of-pocket costs



Usually shorter wait times than the ER

Call or visit us online to locate urgent care centers in your area.

(818) 357-5000 | RegalMed.com | LakesideMed.com | ADOC.us

We're here to help you!

Call our Customer Service Department Monday to Friday, from 8:00 a.m. – 5:00 p.m. TDD/TTY users can dial 711. Visit our website to view additional information including your member rights and responsibilities, non-English language support and member options for grievance resolutions.

(818) 357-5000

