



**Medi-Cal Provider Directory**  
**Large Font**  
*Out-of-State Specialty Care*  
*Referral*  
*Oregon*

**Facilities, Other Services Providers, Specialty Care**

**This directory is for use by PHC Primary Care Physicians for the purpose of referring PHC members for speciality services.**

**CONTACT US**

**(800) 863-4155 | <http://www.PartnershipHP.org>**

**TABLE OF CONTENTS**

How to use this list:..... 1  
Para usar esta lista:..... 2  
Glossary of Terms..... 4  
Glosario de términos ..... 11  
Nondiscrimination Notice..... 19  
Aviso de no discriminación ..... 25  
Grievances ..... 21  
Quejas ..... 27  
Language Assistance ..... 31  
Asistencia de idiomas..... 31  
Accessibility Standards..... 40  
Estándares de Accesibilidad..... 43  
Timely Access to Care ..... 46  
Acceso oportuno a la atención médica..... 48  
Physician Listing Information..... 50  
Información del listado de médicos ..... 50  
OutOfState Facilities, Pharmacy, Urgent Care & VSP List..... 53  
    Hospitals Referral ..... 53  
    Pharmacy Network List..... 53  
OutOfState Referral/Specialist Providers ..... 55  
    Ambulatory Surgery Centers ..... 55  
    Endocrinology ..... 55  
    General Surgery ..... 56

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

# PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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Gynecology.....	57
Hematology.....	58
Maternal Fetal Medicine .....	58
Neurology .....	59
Obstetrics .....	59
Oncology.....	60
Ophthalmology.....	60
Orthopaedic Surgery.....	62
Otolaryngology.....	63
Pain Management .....	63
Physical Medicine Rehabilitation .....	65
Podiatry.....	65
Pulmonary Disease .....	66
Thoracic Surgery .....	67
Urology .....	67
INDEX.....	69

---

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## How to use this list:

- 1. This directory is for use by Partnership Primary Care Physicians for the purpose of referring Partnership members for specialty services.**
2. Your PCP will give you a referral to send you to a specialist if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist.
3. For some types of care, your PCP or specialist will need to ask for approval before you get the care. This is called prior authorization or pre-approval. It means that Partnership agrees that the care is medically necessary.
4. If you have any questions concerning handicapped accessibility, please call our Member Services Department at (800) 863-4155. TTY Users: Call the California Relay Service at (800) 735-2929 or call 711.

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**PROVEEDORES DE PARTNERSHIP | DIRECTORIO DE  
ESPECIALISTAS FUERA DEL ESTADO**

**Cómo utilizar esta lista:**

- 1. Este directorio es para el uso de los médicos de atención primaria de Partnership con el propósito de referir a los miembros de Partnership para servicios especializados.**
- 2. Su PCP le dará una referencia para derivarlo a un especialista si llegara a necesitar uno. Un especialista es un médico que ha recibido educación adicional en un área especial de la medicina. Su PCP trabajará con usted**

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para elegir a un especialista.

3. Para algunos tipos de atención, su PCP o especialista necesitará pedir su aprobación antes de obtener la atención. A esto se le llama autorización previa o aprobación previa, lo que significa que Partnership está de acuerdo en que la atención es médicamente necesaria.
4. Si tiene alguna pregunta con respecto a la accesibilidad para discapacitados, por favor llame a nuestro departamento de servicios para miembros al (800) 863-4155 (TTY: (800) 735-2929 or 711).

Para verificar la disponibilidad de los proveedores, llame al departamento de servicios al miembro de Partnership al (800) 863-4155 ♦ = certificado por la Junta 🌐 = capacitado en la competencia Cultural.

Consulte la página 9 para obtener una descripción de los códigos: ♿ **P E B I B R E T**

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## **Partnership Provider Directory - Glossary of Terms**

Here you'll find definitions of basic terms used in the Partnership Provider Directory. If you are unable to find an answer to your question, please call Member Services at (800) 863-4155.

### ***Source of Listings***

Information for the following items is obtained from providers when they complete their application to join Partnership and every three years thereafter. We also check with providers to validate this information every year. We count on the providers to tell us if this information has changed. Updates that are not communicated to us by the provider will not be added to the directory until our next scheduled verification.

1. Name
2. Gender
3. Specialty
4. Hospital Privileges
5. Medical Group Affiliations
6. Board Certifications
7. Accepting New Patients
8. Languages spoken by providers or clinical staff
9. Office locations and phone numbers

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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## ***Ancillary Provider***

An ancillary provider includes durable medical equipment provider, physical therapist, occupational therapist, etc.

## ***Specialty***

Specialty means the type of medical care the physician practices. For example, the doctor could specialize in family medicine, dermatology, cardiology, etc. When a physician indicates a specialty on their application to join Partnership, we check the providers' education and training history to ensure they are qualified to provide the type of specialty care indicated. Many physicians will complete additional education and training in their specialty area and receive a certification. Please see Board Certification below.

## ***Board Certification***

Board certification means the physician completed additional education and training in an area of medicine and passed an examination that certifies he or she has expertise in this area. This information is checked with the American Board of Medical Specialties (ABMS) or other boards when providers complete their application to join Partnership and every three years after that. We also check this information every year by asking providers to tell us if the information is still correct. If you would like updated information about a

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provider's board certification, visit the ABMS website at [www.abms.org](http://www.abms.org). Then click on the "Is Your Doctor Certified?" link.

**Education and Training** If you have a question about a physician's education and training, you can find the information on the Medical Board of California website at [www.mbc.ca.gov](http://www.mbc.ca.gov) under License Search, or call Partnership Member Services (800) 863-4155.

### ***Community Health Clinic***

This is a clinic staffed by a group of doctors and nurses located in a community.

### ***Medical Group Affiliations***

The practice, or medical group, the provider belongs to.

### ***Assigned Hospital***

The hospital that your provider will send you to when you need inpatient care, unless the care is not available at this hospital.

### ***Hospital Privileges***

The hospital where the provider has been approved to render or arrange care.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## ***Provider Languages***

Languages other than English spoken by the provider and other clinical staff.

## ***Staff Languages***

Languages other than English spoken by nonclinical office staff at the site, not providers.

## ***Provider Address***

The location where services and care are rendered.

## ***Provider Site Status***

- **Accepting New Patients:** The provider site is able to see new patients.
- **Accepting Existing Patients:** The provider site is only able to see patients who are already assigned to the site.
- **Available by Referral Only:** The provider site is only able to see patients who are referred by their primary care physician.
- **Available only through a hospital or facility:** The provider does not see patients in an office setting. The provider only works with patients who are receiving care at a hospital or facility.

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- **Not Accepting New Patients:** The provider site is not able to add new patients to their site.

**Specialty Type** Allows searching by the provider's medical specialty, or the type of facility. For example, if you are looking for a Dermatologist, select Dermatology from the list. Note: Some physicians may have more than one specialty. For facilities, if you are looking for a hospital, for example, select hospital.

**Terms Used in Hospital Listings** The Provider Directory allows you to search for hospitals, clinics and other facilities in Partnership's network. Below is a list of information you can find in the Provider Directory about a hospital and what they mean. This information is self-reported by the hospital and updated every three years or more frequently as reported by the hospital. We also check with the hospitals to validate this information every year. We count on the hospital to tell us if this information has changed. Updates that are not communicated to us by the hospital will not be added to the directory until our next scheduled validation.

- **Name** means the name of a hospital in Partnership's network.

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- **Address** means the physical location of a hospital in Partnership's network.
- **Phone** means the telephone number of a hospital in Partnership's network.

### ***Hospital Quality Data Sources***

Hospital Quality Data means data from recognized nation or state sources about the quality of a hospital in Partnership's network. Partnership's Provider Directory includes links to quality data from The Leapfrog Group and Quality Check. This information is validated with the applicable accreditation entity every three years or more frequently as report by the hospital.

### ***Hospital Accreditation***

When a hospital goes through a review to assess the quality of its systems and processes by an outside organization. Partnership checks with the accrediting body to see if the hospital is accredited every 3 years. The Provider Directory includes a link to the hospital's accrediting body.

### ***Wheelchair & Accessibility Codes***

This information is for people with disabilities to help them find an accessible office. Each office is evaluated on the

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

level of access for parking, building, elevator, doctor's office exam room, and restrooms.

### **Levels of Access**

**Accessibility Codes** (see page 16 for a description of codes: ♿ **P EB IB R E T**)

#### **Basic Access**

The office meets the standards below for parking, exterior and interior building, restrooms, and exam rooms (P, EB, IB, R, and E).

#### **Limited Access**

The office does not meet one or more of the standards for parking, exterior and interior building, restrooms, and exam rooms (P, EB, IB, R, and E).

#### **Medical Equipment Access**

The office meets the standard below for exam tables and scales (T).

### **California Children's Services (CCS)**

CCS Providers are providers that meet the CCS program requirements to render services to CCS clients.

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## Directorio de proveedores Partnership - Glosario de términos

Aquí encontrará las definiciones de términos básicos utilizados en el directorio de proveedores de Partnership. Si no puede encontrar una respuesta a su pregunta, por favor llame a servicios al miembro al (800) 863-4155.

### ***Fuente de listados***

Información para los siguientes artículos se obtiene de parte de los proveedores cuando terminan su solicitud para inscribirse en Partnership y cada tres años en lo consiguiente. También verificamos con los proveedores para validar esta información cada año. Confiamos en que los proveedores nos indicarán si esta información ha cambiado. Las actualizaciones que no se nos comuniquen de parte del proveedor no se agregarán al directorio hasta nuestra próxima verificación.

1. Nombre
2. Sexo
3. Especialidad
4. Privilegios en el hospital
5. Afiliaciones con grupos médicos
6. Certificación profesional de la junta
7. Aceptando pacientes nuevos

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

8. Idiomas que hablan los proveedores o el personal clínico
9. Ubicaciones de las oficinas y números de teléfono

### ***Proveedores de servicios auxiliares***

Un proveedor de servicios auxiliares incluyen a un proveedor de equipo médico duradero, fisioterapeuta, terapeuta ocupacional, etc.

### ***Especialidad***

Especialidad significa el tipo de atención médica que los médicos proporcionan en su consultorio. Por ejemplo, el médico podría especializarse en medicina familiar, cardiología, dermatología, etc. Cuando un médico indica una especialidad en su solicitud para inscribirse en Partnership, nosotros verificamos la formación educativa del proveedor y el historial de su capacitación para asegurarnos de que estén calificados para proporcionar el tipo de atención especializada que se indica. Muchos médicos terminarán su formación educativa y capacitación en su área de especialidad y recibirán una certificación. Por favor consulte la certificación profesional de la junta a continuación.

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### ***Certificación profesional de la junta***

La certificación profesional de la junta significa que el médico terminó una formación educativa adicional y capacitación en un área de la medicina y pasó un examen que certifica que él o ella tiene experiencia en esta área. Esta información es revisada con la Junta Americana de Especialidades Médicas (ABMS-siglas en inglés) o con otras juntas cuando los proveedores contestan su solicitud para inscribirse en Partnership y cada tres años en lo consiguiente. También revisamos esta información cada año al solicitarle a los proveedores que nos indiquen si la información todavía es correcta. Si desea obtener información actualizada acerca de la certificación de un proveedor ante la junta, visite el sitio web ABMS en [www.abms.org](http://www.abms.org). Luego, haga clic en el vínculo "Está certificado su médico?"

### ***Formación educativa y capacitación***

Si tiene alguna pregunta sobre la formación educativa y capacitación de un médico, usted puede encontrar la información en el sitio web de la Junta Médica de California en [www.mbc.ca.gov](http://www.mbc.ca.gov) en la sección de Búsqueda de la Licencia o llame a servicios al miembro de Partnership al (800) 863-4155.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**



***Clínica comunitaria de salud***

Esta es una clínica que cuenta con un grupo de médicos y enfermeras ubicados en la comunidad.

***Afiliaciones con grupos médicos***

El consultorio o grupo médico al que el proveedor pertenece.

***Hospital asignado***

El hospital al que su proveedor le enviará cuando usted necesite atención de hospitalización, a menos que la atención no esté disponible en ese hospital.

***Privilegios en el hospital***

El hospital en el que el proveedor haya sido aprobado para brindar o coordinar la atención.

***Idiomas que habla el proveedor***

Idiomas que no sean el inglés que el proveedor y otro personal clínico hablan.

***Idiomas que habla el personal***

Idiomas que no sean el inglés que el personal no clínico del consultorio habla en el sitio, no se refiere a los proveedores.

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## ***Dirección del proveedor***

El lugar donde se brindan los servicios y la atención.

## ***Estado del sitio de los proveedores***

- **Aceptando pacientes nuevos:** el sitio del proveedor es capaz de atender a pacientes nuevos.
- **Aceptando pacientes ya existentes:** el sitio del proveedor sólo es capaz de atender a los pacientes que ya han sido asignados al sitio.
- **Disponible con referencia únicamente:** el sitio del proveedor solo puede atender a los pacientes que son referidos por su médico de atención primaria.
- **Disponible únicamente por medio de un hospital o centro de salud:** el proveedor no atiende a los pacientes en un entorno de consultorio. El proveedor únicamente trabaja con los pacientes que están recibiendo atención en un hospital o centro de salud.
- **No acepta nuevos pacientes:** el sitio del proveedor no está disponible para atender a nuevos pacientes en su sitio.

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### ***Tipo de especialidad***

Permite la búsqueda del proveedor por especialidad médica o por el tipo de centro de salud. Por ejemplo, si usted está buscando un dermatólogo, seleccione Dermatología en la lista. Nota: Algunos médicos pueden tener más de una especialidad. Para centros de salud, si usted está buscando un hospital, por ejemplo, seleccione hospital.

### ***Términos utilizados en los listados del Hospital***

El directorio de proveedores le permite buscar hospitales, clínicas y otros centros de salud en la red de Partnership. A continuación encontrará una lista de la información sobre un hospital que usted puede encontrar en el directorio de proveedores y lo que significa. Esta información es auto reportada por el hospital y se actualiza cada tres años o con más frecuencia conforme el hospital lo informe. También verificamos con los hospitales para validar esta información cada año. Confiamos en que los hospitales nos indicarán si esta información ha cambiado. Las actualizaciones que no se nos comuniquen de parte del hospital no se agregarán al directorio hasta nuestra próxima validación programada.

- **Nombre** significa el nombre de un hospital de la red de Partnership.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

- **Dirección** significa la ubicación física de un hospital de la red de Partnership.
- **Teléfono** es el número de teléfono de un hospital de la red de Partnership.

### ***Fuente de datos de calidad del hospital***

Los datos sobre la calidad del hospital son los datos de parte de fuentes nacionales o estatales reconocidas sobre la calidad de un hospital de la red de Partnership. El directorio de proveedores de Partnership incluye vínculos a información sobre la calidad del The Leapfrog Group and Quality Check. Esta información es validada con la entidad de acreditación aplicable cada tres años o con más frecuencia conforme el hospital lo informe.

### ***Acreditación de hospitales***

Cuando un hospital experimenta una revisión para evaluar la calidad de sus procesos y sistemas por una organización externa. Partnership verifica con el organismo de acreditación para determinar si el hospital es acreditado cada 3 años. El directorio de proveedores incluye un enlace al organismo de acreditación del hospital.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## ***Silla de ruedas y los códigos de accesibilidad***

Esta información es para las personas con discapacidades para ayudarles a encontrar una oficina accesible. Cada clínica se evalúa de acuerdo al nivel de acceso para el estacionamiento, el edificio, el ascensor, el consultorio de examen del médico y los baños.

### **Niveles de acceso**

***Los códigos de accesibilidad*** (vea la página 17 para obtener una descripción de los códigos: ♿ **P EB IB R E T**)

#### ***Acceso básico***

La oficina cumple con los estándares que se encuentran a continuación para el estacionamiento, el interior y exterior del edificio, baños y los consultorios de examen (P, EB, IB, R y E).

#### ***Acceso limitado***

La oficina no cumple con uno o más de los estándares para el estacionamiento, el interior y exterior del edificio, los baños y los consultorios de examen (P, EB, IB, R y E).

***Acceso al equipo médico*** | consultorio cumple con los siguientes estándares en mesas de examen y básculas (T).

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**NONDISCRIMINATION NOTICE**

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Discrimination is against the law. Partnership HealthPlan of California (Partnership) follows State and Federal civil rights laws. Partnership does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Partnership provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - ✓ Qualified sign language interpreters
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - ✓ Qualified interpreters
  - ✓ Information written in other languages

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## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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If you need these services, contact Partnership between 8 a.m. – 5 p.m. by calling (800) 863-4155. If you cannot hear or speak well, please call (800) 735-2929 or California Relay 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

Partnership HealthPlan of California  
4665 Business Center Drive, Fairfield, CA 94534  
(800) 863-4155  
(800) 735-2929 or California Relay 711

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## **HOW TO FILE A GRIEVANCE**

If you believe that Partnership has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with a Partnership Civil Rights Coordinator. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact Partnership's Member Services between 8 a.m. – 5 p.m. by calling (800) 863-4155. Or, if you cannot hear or speak well, please call (800) 735-2929 or California Relay 711.
- In writing: Fill out a complaint form or write a letter and send it to:

Partnership HealthPlan of California  
Attn: Grievance: Partnership Civil Rights Coordinator  
4665 Business Center Drive  
Fairfield, CA 94534

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See Page 40 for a description of codes: ♿ **P E B I B R E T**



- In person: Visit your doctor's office or Partnership and say you want to file a grievance.
- Electronically: Visit Partnership's website at <https://PartnershipHP.org>.

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**OFFICE OF CIVIL RIGHTS – CALIFORNIA**  
**DEPARTMENT OF HEALTH CARE SERVICES**

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- In writing: Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights**  
**Department of Health Care**  
**Services Office of Civil Rights**  
**P.O. Box 997413, MS 0009**  
**Sacramento, CA 95899-7413**

Complaint forms are available at  
[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

- Electronically: Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

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**OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified    🌐 = Trained in Cultural Competency.

See Page 40 for a description of codes: ♿ **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## **AVISO DE NO DISCRIMINACIÓN**

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La discriminación es contraria a la ley. Partnership HealthPlan of California (Partnership) cumple con las leyes estatales y federales de derechos civiles.

Partnership no discrimina ilegalmente, excluye a las personas ni las trata de manera diferente por motivos de sexo, raza, color, religión, ascendencia, nacionalidad, identificación de grupo étnico, edad, discapacidad mental, discapacidad física, afección médica, información genética, estado civil, género, identidad de género u orientación sexual.

Partnership proporciona:

- Ayudas y servicios gratuitos a las personas con discapacidades para ayudarles a comunicarse mejor, como:
  - ✓ Intérpretes de lenguaje de señas calificados
  - ✓ Información escrita en otros formatos (letra imprenta grande, audio, formatos electrónicos accesibles, otros formatos)
- Servicios gratuitos de idiomas para personas cuyo idioma principal no sea el inglés, como:

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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- ✓ Intérpretes calificados
- ✓ Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con Partnership entre las 8 a. m. y las 5 p. m. llamando al (800) 863-4155. Si tiene dificultades para oír o hablar, llame al (800) 735-2929 o al servicio de retransmisión de California 711. Si lo solicita, este documento puede ponerse a su disposición en braille, letra imprenta grande, audiocasete o formato electrónico. Para obtener una copia en uno de estos formatos alternativos, llame o escriba a:

Partnership HealthPlan of California  
4665 Business Center Drive, Fairfield, CA 94534  
(800) 863-4155  
(800) 735-2929 o servicio de retransmisión de California  
711

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified  = Trained in Cultural Competency.

See Page 40 for a description of codes:  **P E B I B R E T**

## **CÓMO PRESENTAR UN RECLAMO**

Si considera que Partnership no ha proporcionado estos servicios o que lo discriminó ilegalmente de otra forma por motivos de sexo, raza, color, religión, ascendencia, nacionalidad, identificación de grupo étnico, edad, discapacidad mental, discapacidad física, afección médica, información genética, estado civil, género, identidad de género u orientación sexual, puede presentar un reclamo ante un coordinador de derechos civiles de Partnership. Puede presentar un reclamo por teléfono, por escrito, en persona o por vía electrónica:

- Por teléfono: Comuníquese con los Servicios al Miembro de Partnership entre las 8 a. m. y las 5 p. m. llamando al (800) 863-4155. O bien, si tiene dificultades para oír o hablar, llame al (800) 735-2929 o al servicio de retransmisión de California 711.
- Por escrito: Complete un formulario de queja o escriba una carta y envíela a:

Partnership HealthPlan of California  
Attn: Grievance: Partnership Civil Rights Coordinator  
4665 Business Center Drive  
Fairfield, CA 94534

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

- En persona: Visite el consultorio de su médico o Partnership y diga que quiere presentar una queja.
  - Por vía electrónica: Visite el sitio web de Partnership en <https://PartnershipHP.org>.
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### **OFICINA DE DERECHOS CIVILES: DEPARTAMENTO DE SERVICIOS DE ATENCIÓN MÉDICA DE CALIFORNIA**

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Servicios de Atención Médica de California por teléfono, por escrito o por vía electrónica:

- Por teléfono: Llame al **916-440-7370**. Si tiene dificultades para hablar u oír, llame al **711 (servicio de retransmisión de telecomunicaciones)**.
- Por escrito: Complete un formulario de queja o envíe una carta a:

**Deputy Director, Office of Civil Rights  
Department of Health Care  
Services Office of Civil Rights**

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413**

Los formularios de queja están disponibles en  
[http://www.dhcs.ca.gov/Pages/Language\\_Access.aspx](http://www.dhcs.ca.gov/Pages/Language_Access.aspx).

- Por vía electrónica: Envíe un correo electrónico a [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov).

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**OFICINA DE DERECHOS CIVILES: DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS DE LOS EE. UU.**

Si considera que lo han discriminado por motivos de raza, color, nacionalidad, edad, discapacidad o sexo, también puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Sociales de los EE. UU. por teléfono, por escrito o por vía electrónica:

- Por teléfono: Llame al **1-800-368-1019**. Si tiene dificultades para hablar u oír, llame al **TTY 1-800-537-7697**.
- Por escrito: Complete un formulario de queja o envíe una carta a:

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified 🌐 = Trained in Cultural Competency.

See Page 40 for a description of codes: ♿ **P E B I B R E T**



**U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201**

Los formularios de queja están disponibles en  
<http://www.hhs.gov/ocr/office/file/index.html>.

- Por vía electrónica: Visite el Portal de quejas de la Oficina de Derechos Civiles en  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## TAGLINES

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### English Tagline

**ATTENTION:** If you need help in your language call 1-800-863-4155 (TTY: 1-800-735-2929). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-863-4155 (TTY: 1-800-735-2929). These services are free of charge.

### الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-863-4155 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**Հայերեն պիտակ (Armenian)**

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք 1-800-863-4155 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

**ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)**

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរផុស សម្រាប់ជនពិការភ្នែក ឬ ឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-863-4155 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**简体中文标语 (Simplified Chinese)**

请注意：如果您需要以您的母语提供帮助，请致电  
1-800-863-4155 (TTY: 1-800-735-2929)。我们另外还提供  
针对残疾人士的帮助和服务，例如盲文和大字体阅读，提供  
您方便取用。请致电 1-800-863-4155  
(TTY: 1-800-735-2929)。这些服务都是免费的。

**(Farsi)** مطلب به زبان فارسی

توجه: اگر می خواهید به زبان خود کمک دریافت کنید، با  
1-800-863-4155  
(TTY: 1-800-735-2929) تماس بگیرید. کمک ها و خدمات مخصوص  
افراد دارای معلولیت، مانند نسخه های خط بریل و چاپ با حروف بزرگ، نیز  
موجود است. با 1-800-863-4155 (TTY: 1-800-735-2929) تماس  
بگیرید. این خدمات رایگان ارائه می شوند.

**हिंदी टैगलाइन (Hindi)**

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो  
1-800-863-4155 (TTY: 1-800-735-2929) पर कॉल करें।  
अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े  
प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-863-4155  
(TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**Nqe Lus Hmoob Cob (Hmong)**

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-863-4155 (TTY: 1-800-735-2929). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-863-4155 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

**日本語表記 (Japanese)**

注意日本語での対応が必要な場合は 1-800-863-4155 (TTY: 1-800-735-2929)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-863-4155 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**한국어 태그라인 (Korean)**

유의사항: 귀하의 언어로 도움을 받고 싶으시면  
1-800-863-4155 (TTY: 1-800-735-2929) 번으로 문의하십시오.  
점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한  
도움과 서비스도 이용 가능합니다. 1-800-863-4155  
(TTY: 1-800-735-2929) 번으로 문의하십시오. 이러한 서비스  
는 무료로 제공됩니다.

**ແທກໄລພາສາລາວ (Laotian)**

ປະກາດ:  
ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ  
1-800-863-4155 (TTY: 1-800-735-2929).  
ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ  
ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ  
1-800-863-4155 (TTY: 1-800-735-2929).  
ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

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To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**Mien Tagline (Mien)**

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-863-4155 (TTY: 1-800-735-2929). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-863-4155 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

**ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਅਪਾਹਜ਼ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ | ਕਾਲ ਕਰੋ 1-800-863-4155 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ |

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

### **Русский слоган (Russian)**

**ВНИМАНИЕ!** Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-863-4155 (линия ТТУ: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-863-4155 (линия ТТУ: 1-800-735-2929). Такие услуги предоставляются бесплатно.

### **Mensaje en español (Spanish)**

**ATENCIÓN:** si necesita ayuda en su idioma, llame al 1-800-863-4155 (TTY: 1-800-735-2929). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-863-4155 (TTY: 1-800-735-2929). Estos servicios son gratuitos.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**



**Tagalog Tagline (Tagalog)**

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-863-4155 (TTY: 1-800-735-2929). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-863-4155 (TTY: 1-800-735-2929). Libre ang mga serbisyong ito.

**แท็กไลน์ภาษาไทย (Thai)**

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-863-4155 (TTY: 1-800-735-2929) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

### Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-863-4155 (ТТУ: 1-800-735-2929). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-863-4155 (ТТУ: 1-800-735-2929). Ці послуги безкоштовні.

### Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-863-4155 (TTY: 1-800-735-2929). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-863-4155 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified 🌐 = Trained in Cultural Competency.

See Page 40 for a description of codes: ♿ **P E B I B R E T**

## Accessibility Standards for Seniors and Persons with Disabilities

This directory now lists codes to define “accessibility” standards. These standards are meant to help seniors and persons with disabilities. The intent is that members can get in and around offices safely and without help from others. These codes are not yet listed for all providers. If you do not see these codes listed under a certain provider’s name, just call the office. You can ask if they have the type of access that you need.

### Levels of Access

#### **Basic Access**

The office meets the standards below for parking, interior and exterior building, exam rooms, and restrooms (P, EB, IB, R, and E).

#### **Limited Access**

The office does not meet one or more of the standards below for parking, interior and exterior building, exam rooms, and restrooms (P, EB, IB, R, and E).

#### **Medical Equipment Access**

The office meets the standard below for exam tables and scales (T).

### Accessibility Codes

 = Wheelchair Accessible

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See Page 40 for a description of codes:  **P EB IB R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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### **P** = Parking

Accessible parking spaces, including van accessible spaces(s), are present. Pathways have curb ramps between the parking lot, office, and at drop off areas.

### **EB** = Exterior Building

Curb ramps and other ramps to the building are not too long. Ramps are wide enough for a wheelchair or scooter. Handrails are on both sides of the ramp. There is an "accessible" entrance to the building. Doors open wide enough for a wheelchair or scooter, and have handles that are easy to use.

### **IB** = Interior Building

Pathways are wide enough for a wheelchair or scooter. Stairs, if present, have handrails. If there is an elevator, it can be used at all times the building is open. The elevator has easy to hear sounds and Braille buttons within reach. The elevator has enough room for a wheelchair or scooter to turn around. If there is a platform lift, it can be used without help.

### **R** = Restroom

The restroom doors are wide enough for a wheelchair or scooter. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P EB IB R E T**

## **PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST**

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### **E = Exam Room**

The doors to the exam rooms open wide enough for a wheelchair or scooter. The exam room has enough room for a wheelchair or scooter to turn around.

### **T = Exam Table/Scale**

The exam table moves up and down and has space next to it for a wheelchair or scooter. The weight scale can be used by patients with wheelchairs or scooters.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

## Normas de Accesibilidad para Personas Mayores y Personas con Discapacidades

Este directorio enumera los códigos para definir las normas de “accesibilidad”. Estas normas pretenden ayudar a personas mayores y a personas con discapacidades. La intención es que los miembros puedan entrar y desplazarse por las oficinas de manera segura y sin ayuda de otros. Estos códigos todavía no se encuentran enumerados para todos los proveedores. Si no ve estos códigos enumerados bajo el nombre de cierto proveedor, llame a la oficina del proveedor. Puede preguntar si tienen el tipo de acceso que usted necesita.

### Niveles de acceso

#### **Acceso básico**

La oficina cumple con las normas de estacionamiento, interior y exterior del edificio, salas de examen y baños (P, EB, IB, R y E).

#### **Acceso limitado**

La oficina no cumple con una o más de las normas de estacionamiento, interior y exterior del edificio, salas de examen y baños (P, EB, IB, R y E).

#### **Acceso de equipo médico**

La oficina cumple con la norma para camillas de examen y básculas (T).

### Códigos de accesibilidad

♿ = Accesible a silla de ruedas (Wheelchair Accessible)

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P EB IB R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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### **P** = Estacionamiento (Parking)

Espacios de estacionamiento accesible, incluyendo espacios accesibles para van, están presente. Las entradas tienen rampas de acceso en las aceras entre el estacionamiento, la oficina y las áreas para dejar a las personas.

### **EB** = Exterior del edificio (Exterior Building)

Las rampas en las aceras y otras rampas hacia el edificio no son demasiado largas. Las rampas son suficientemente anchas para permitir el acceso de una silla de ruedas o un scooter. Los pasamanos se encuentran en ambos lados de la rampa. El edificio tiene una entrada “accesible”. La abertura de las puertas es suficientemente ancha como para permitir el acceso de una silla de ruedas o un scooter, y tienen agarraderas que son fáciles de usar.

### **IB** = Interior del Edificio (Interior Building)

Los pasillos son lo suficientemente anchos como para una silla de ruedas o un scooter. Las escaleras, si las hay, tienen pasamanos. Si hay ascensor, puede usarse en todo momento en que el edificio esté abierto. El ascensor tiene sonidos fáciles de oír y botones Braille al alcance. El ascensor tiene espacio suficiente como para que una persona en silla de ruedas o scooter se dé vuelta. Si hay ascensor con plataforma, se puede usar sin ayuda.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P EB IB R E T**

## **PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST**

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### **R = Baño (Restroom)**

Las puertas del baño son lo suficientemente anchas como para una silla de ruedas o un scooter. El baño tiene suficiente espacio para que una persona en silla de ruedas o scooter se dé vuelta y cierre la puerta. Hay pasamanos que permiten trasladarse fácilmente de la silla de ruedas al inodoro. Es fácil llegar al lavamanos, y las llaves, jabón y papel higiénico son fáciles de alcanzar y usar.

### **E = Sala de Examen (Exam Room)**

La abertura de las puertas que llevan hacia las salas de examen son lo suficientemente anchas como para una silla de ruedas o un scooter. La sala de examen tiene suficiente espacio como para que una persona en silla de ruedas o scooter se dé vuelta.

### **T = Camilla de Examen/Báscula (Exam Table/Scale)**

La camilla de examen se mueve hacia arriba y hacia abajo y tiene espacio a un lado como para una silla de ruedas o scooter. Los pacientes en sillas de ruedas o scooters pueden usar la báscula.

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**



## **Timely Access to Care**

This table shows you the how long it should take you to get an appointment with a Partnership provider. If it takes you longer to get an appointment you can call us at **(800) 863-4155** for assistance. If you need care outside the normal office hours, you can call the Advice Nurse at no cost to you. The Advice Nurse line is available 7 days a week, 24 hours a day at (866) 778-8873, TTY users call (800) 735-2929 or 711.

<b>Appointment Type</b>	<b>Must Get Appointment Within</b>
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Non-urgent primary care appointments	10 business days
Non-urgent specialist	15 business days
Non-urgent mental health provider (non-physician)	10 business days

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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<b>Appointment Type</b>	<b>Must Get Appointment Within</b>
Non-urgent appointment for ancillary services for the diagnosis or treatment of injury, illness, or other health condition	15 business days
Telephone wait times during normal business hours	5 minutes
Triage – 24/7 services	24/7 services – No more than 30 minutes

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**Acceso oportuno a la atención médica**

Esta tabla le muestra qué tanto tiempo debería tomarle obtener una cita con un proveedor de Partnership. Si llega a tomar más tiempo puede comunicarse con nosotros al **(800) 863-4155** para solicitar asistencia. Si necesita atención médica fuera del horario normal del consultorio, puede llamar a la enfermera de asesoría sin costo alguno para usted. La línea de asesoría de enfermeras está disponible los 7 días a la semana, las 24 horas al día al (866) 778-8873, los usuarios de TTY deben llamar al (800) 735-2929 o marcar 711.

<b>Tipo de cita</b>	<b>Debe obtener la cita dentro de</b>
Citas de atención de urgencia que no requieren aprobación previa (autorización previa)	48 horas
Citas de atención médica primaria no urgentes	10 días laborales
Especialista no urgente	15 días laborales
Proveedor de salud mental no urgente	10 días laborales

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

<b>Tipo de cita</b>	<b>Debe obtener la cita dentro de</b>
(profesional de la salud no médico)	
Cita no urgente para servicios auxiliares para el diagnóstico o tratamiento de una lesión, enfermedad u otra afección de salud	15 días laborales
Tiempos de espera al teléfono durante el horario normal de trabajo	5 minutos
Triage - servicios 24/7	Servicios las 24 horas del día, los 7 días de la semana – No más de 30 minutos

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified    🌐 = Trained in Cultural Competency.

See Page 40 for a description of codes: ♿ **P E B I B R E T**

## Physician Listing Information

To report a potential error in the Provider Directory - Email PHCDirectory@PartnershipHP.org or call (800) 863-4155.

### How to read the Provider Directory

To help you in your selection, the following information is provided about each personal physician.

### Como leer el Directorio de Proveedores

Para ayudarle a seleccionar un proveedor, lea la información siguiente sobre cada proveedor.

City Location or Specialty Type	<b>Fairfield</b>	Ubicación de Ciudad o Tipo de Especialidad
Provider Site Name	<b>Family Medical Center</b>	Nombre del Sitio del Proveedor
PCP Site Number	<u>PCP # 1234-0001</u>	Número de Sitio del PCP
Enrollment Status	<b>Open to New Patients</b>	Estado de Inscribirse
Ages Accepted	Ages: No Age Limitations	Las Edades Aceptadas
Hospital Affiliation	Hospital(s): NorthBay	Afiliación de Hospital
Address	1234 Hospital Drive Fairfield, CA 94534	Dirección

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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Accessibility	P E B I B R E T	Accesibilidad
Phone	(707) 555-5555 (phn)	Teléfono
Fax	(707) 555-5556 (fax)	Fax
URL Website	<a href="http://www.abc123.com">www.abc123.com</a>	URL Sitio Web
Hours	Mon – Fri 8 a.m. – 6 p.m.	Horas
Medical Specialty	Family Practice	Especialidad Médica
Provider's Name	◆ <b>Doe, John MD</b>	Nombre del Proveedor Médico
NPI	1234567890	NPI
License Number	A12345	Número de Licencia
Languages	Spanish, Tagalog	Idiomas

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: **P E B I B R E T**

## PARTNERSHIP PROVIDERS | OUT-OF-STATE SPECIALIST

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Special  
Accommodations and  
Levels of Access

Adj. Exam Tables  
Special Scales for  
Wheelchairs  
Scales that weigh up  
to 300lbs  
Hoyer Lift  
Gurney  
Accommodations  
Hearing Impaired  
Accommodations  
Onsite Interpretation  
Services  
Basic Access

Alojamiento Especial  
y Niveles de Acceso

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: ♿ **P E B I B R E T**

**PARTNERSHIP FACILITIES, PHARMACY, URGENT CARE & VSP LIST  
OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Hospitals Referral**

**Curry General Hospital**

**PHC#: 8766**

NPI: 1487696985

94220 4th St

Gold Beach, OR 97444

Out of State

Primary Phone: (541) 247-3000

**Lake District Hospital**

**PHC#: 22150**

NPI: 1376698522

License: 14-0896

700 S J St

Lakeview, OR 97630

Out of State



Skilled Medical Interpreter Service

Primary Phone: (541) 947-2114

Primary Fax: (541) 947-4507

24 Hours 7 Days a Week

**Pharmacy Network List**

*Starting January 1, 2022, your pharmacy benefit will be provided by the Department of Health Care Services (DHCS) instead of Partnership HealthPlan of California (PHC). Your prescription medications will be covered by Medi-Cal Rx. If you need help finding a pharmacy, use the Pharmacy Locator online at [www.Medi-CalRx.dhcs.ca.gov](http://www.Medi-CalRx.dhcs.ca.gov) or you can call the Medi-Cal Rx Call Center at (800) 977-2273, 24 hours a day, 7 days a week, or 711 for TTY, Monday through Friday, 8 a.m. to 5 p.m.*

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: **P E B I B R E T**



**PARTNERSHIP FACILITIES, PHARMACY, URGENT CARE & VSP LIST  
OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

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*A partir del 1 de enero de 2022, su beneficio de farmacia lo proporcionará el Departamento de Servicios de Atención de Salud (Department of Health Care Services, DHCS), en lugar de Partnership HealthPlan of California (PHC). Medi-Cal Rx cubrirá sus medicamentos recetados. Si necesita ayuda para encontrar una farmacia, utilice el Buscador de farmacias en línea en [www.Medi-CalRx.dhcs.ca.gov](http://www.Medi-CalRx.dhcs.ca.gov) o llame al Centro de llamadas de Medi-Cal Rx al (800) 977-2273, las 24 horas del día, los 7 días de la semana, o marque 711 para TTY, de lunes a viernes de 8 a. m. a 5 p. m.*

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Ambulatory Surgery Centers**

**Ashland Surgery Center**

**PHC#: 78259**

NPI: 1508986621

658 N Main St

Ashland, OR 97520

Out of State

Skilled Medical Interpreter Service

Primary Phone: (541) 482-5518

Mon - Fri 8:00 AM - 4:00 PM

**Endocrinology**

**Asante Physician Partners**

**PHC#: 45145**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

555 Black Oak Dr Ste 400

Medford, OR 97504

Out of State



Primary Phone: (541) 789-8000

Primary Fax: (541) 789-2173

Mon - Fri 8:00 AM - 5:00 PM

**Gallen, John Thomas, MD**

NPI: 1114993656

License: MD24846

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Ortega, Lucy Marie, PA-C**

NPI: 1952490427

License: PA179419

Gender: Female

Race: Unknown

Ethnicity: Unknown

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified = Trained in Cultural Competency.

See Page 40 for a description of codes: **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**General Surgery**

**Asante Physician Partners**

**PHC#: 43182**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

537 Union Ave Fl 2C

Grants Pass, OR 97527

Out of State

Primary Phone: (541) 507-2110

Primary Fax: (541) 479-6779

Mon - Fri 8:00 AM - 5:00 PM

**Frost, Megan Marie, MD** 

◆ Surgery

NPI: 1255533550

License: MD162203

Gender: Female

Race: Unknown

Ethnicity: Unknown

**Martin, Aaron Dunn, DO** 

NPI: 1932374808

License: DO151685

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Nelson, Richard Scott, DO** 

NPI: 1649499443

License: DO29287

Gender: Male

Portuguese

Race: Unknown

Ethnicity: Unknown

**Wenger, Lindsay Michelle, MD** 

NPI: 1679916480

License: MD186530

Gender: Female

Race: Unknown

Ethnicity: Unknown

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified  = Trained in Cultural Competency.

See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Yang, Estin Kee, MD** 

◆ Surgery

NPI: 1386887628

License: MD159258

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Gynecology**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Accepting New Patients**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

Primary Phone: (541) 412-2000

Primary Fax: (541) 412-2081

Mon - Fri 8:00 AM - 6:00 PM

**Bathey, Richard Roy, MD**

NPI: 1417950312

License: MD18143

Gender: Male

Hospital Privileges: Curry General  
Hospital

Race: Unknown

Ethnicity: Unknown

No referral required for in-network  
OB/GYN providers

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205

Primary Fax: (541) 469-9204

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 2:00 PM

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified  = Trained in Cultural Competency.

See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Hematology**

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205

Primary Fax: (541) 469-9204

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 2:00 PM

**Adrouny, Adour, MD** 

◆ Internal Medicine

◆ Medical Oncology

NPI: 1447298955

License: A34013

Gender: Male

Armenian, Spanish

Hospital Privileges: Sutter Coast  
Hospital

Race: Unknown

Ethnicity: Unknown

**Maternal Fetal Medicine**

**Asante Physician Partners**

**PHC#: 30004**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

2911 Siskiyou Blvd

Medford, OR 97504

Out of State

, **P,IB,R,E**

Level of Access: Limited

Primary Phone: (541) 789-5982

Primary Fax: (541) 789-5983

Mon - Fri 8:00 AM - 5:00 PM

**Bernard, Leah Suzanne, MD** 

NPI: 1487737573

License: MD26883

Gender: Female

Race: Unknown

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified  = Trained in Cultural Competency.

See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

Ethnicity: Unknown

**Kahn, Daniel Albert, MD** 

NPI: 1144265463

License: MD171685

Gender: Male

CCS Provider

Race: Unknown

Ethnicity: Unknown

**Neurology**

**Asante Physician Partners**

**PHC#: 37697**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

2900 State St Ste 101

Medford, OR 97504

Out of State



Primary Phone: (541) 789-5790

Primary Fax: (541) 789-5973

Mon - Fri 8:00 AM - 5:00 PM

**Rodriguez Moreno, Jose**

**Idefonso, MD** 

NPI: 1891148854

License: MD202077

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Obstetrics**

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205

Primary Fax: (541) 469-9204

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 2:00 PM

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

◆ = Board Certified  = Trained in Cultural Competency.

See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Oncology**

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205

Primary Fax: (541) 469-9204

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 2:00 PM

**Adrouny, Adour, MD** 

◆ Internal Medicine

◆ Medical Oncology

NPI: 1447298955

License: A34013

Gender: Male

Armenian, Spanish

Hospital Privileges: Sutter Coast  
Hospital

Race: Unknown

Ethnicity: Unknown

**Ophthalmology**

**Klamath Eye Center**

**PHC#: 29207**

NPI: 1730148271

**Available By Referral Only**

No Age Limitations

2640 Biehn St Ste 3

Klamath Falls, OR 97601

Out of State

Primary Phone: (541) 884-3148

Primary Fax: (541) 884-3373

Mon - Fri 8:00 AM - 5:00 PM

**Fay, Jonathan Dean, MD** 

◆ Ophthalmology

NPI: 1245592625

License: A152847

Gender: Male

Spanish

Race: Unknown

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

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Ethnicity: Unknown

**Fay, Mark T, MD** 

◆ Ophthalmology

NPI: 1972563781

License: G58765

Gender: Male

Hospital Privileges: Modoc Medical  
Center

CCS Provider

Race: Unknown

Ethnicity: Unknown

**Stevens, Scott Kenneth, MD**

NPI: 1306055413

License: MD29440

Gender: Male

Portuguese, Spanish

Hospital Privileges: Lake District  
Hospital

Race: Unknown

Ethnicity: Unknown

**Oregon Retina Center**

**PHC#: 30697**

NPI: 1285812123

**Available By Referral Only**

No Age Limitations

1867 Williams Hwy Ste 107

Grants Pass, OR 97527

Out of State

Primary Phone: (541) 956-2020

Primary Fax: (541) 200-2599

Mon - Fri 8:00 AM - 5:00 PM

**Wang, Yujen, MD** 

◆ Ophthalmology

NPI: 1427048693

License: A64569

Gender: Male

Race: Unknown

Ethnicity: Unknown

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**



**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Oregon Retina Center**

**PHC#: 30697**

NPI: 1285812123

**Available By Referral Only**

No Age Limitations

1518 E Barnett Rd

Medford, OR 97504

Out of State

Primary Phone: (541) 770-2020

Primary Fax: (541) 200-2590

Mon - Fri 8:00 AM - 5:00 PM

**Wang, Yujen, MD** 

◆ Ophthalmology

NPI: 1427048693

License: A64569

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Retina Care Center**

**PHC#: 40293**

NPI: 1568422053

**Available By Referral Only**

No Age Limitations

748 State St

Medford, OR 97504

Out of State

Primary Phone: (541) 842-2020

Primary Fax: (541) 842-2022

Mon - Fri 8:00 AM - 5:00 PM

Sat, Sun On Call

**Orthopaedic Surgery**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Available By Referral Only**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

Primary Phone: (541) 412-2000  
Primary Fax: (541) 412-2081  
Mon - Fri 8:00 AM - 6:00 PM

**Otolaryngology**

**Asante Physician Partners**

**PHC#: 37700**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

537 W Union Ave Fl 2C

Grants Pass, OR 97527

Out of State



Primary Phone: (541) 476-7775

Primary Fax: (541) 476-3572

Mon - Fri 8:00 AM - 5:00 PM

**Fear, Daniel Roy, MD**

◆ Otolaryngology

NPI: 1407848948

License: MD19356

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Huffaker, Richard Kimball, DO**

NPI: 1841498300

License: DO157588

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Pain Management**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Available By Referral Only**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

Primary Phone: (541) 412-2000

Primary Fax: (541) 412-2081

Mon - Fri 8:00 AM - 6:00 PM

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
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**Amsden, Christopher F, MD** 

◆ Pain Medicine  
◆ Physical Medicine & Rehabilitation  
NPI: 1518054097  
License: G57040  
Gender: Male  
Hospital Privileges: Curry General Hospital  
Race: Unknown  
Ethnicity: Unknown

**Sutter Coast Health Clinic**

**PHC#: 27848**  
NPI: 1306853296  
**Available By Referral Only**  
No Age Limitations  
555 5th St Ste 2  
Brookings, OR 97415  
Out of State

Primary Phone: (541) 469-9205  
Primary Fax: (541) 469-9204  
Mon - Thu 8:00 AM - 5:00 PM  
Fri 8:00 AM - 2:00 PM

**Willis, James Allen, MD** 

◆ Anesthesiology  
NPI: 1538153127  
License: G37443  
Gender: Male  
Hospital Privileges: Sutter Coast Hospital  
Race: Unknown  
Ethnicity: Unknown

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To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
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**Physical Medicine  
Rehabilitation**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Available By Referral Only**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

Primary Phone: (541) 412-2000

Primary Fax: (541) 412-2081

Mon - Fri 8:00 AM - 6:00 PM

**Amsden, Christopher F, MD** 

◆ Pain Medicine

◆ Physical Medicine &  
Rehabilitation

NPI: 1518054097

License: G57040

Gender: Male

Hospital Privileges: Curry General  
Hospital

Race: Unknown

Ethnicity: Unknown

**Podiatry**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Available By Referral Only**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

Primary Phone: (541) 412-2000

Primary Fax: (541) 412-2081

Mon - Fri 8:00 AM - 6:00 PM

**Brantingham, Steven Thomas,  
DPM**

NPI: 1689195505

License: 198976

Gender: Male

Hospital Privileges: Curry General  
Hospital

To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

Race: Unknown  
Ethnicity: Unknown

**Pulmonary Disease**

**Asante Physician Partners**

**PHC#: 37699**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

555 Black Oak Dr Ste 300

Medford, OR 97504

Out of State



Primary Phone: (541) 789-8100

Primary Fax: (541) 789-8101

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 1:00 PM

**Obispo, Nancy Magbanua, AGNP**



NPI: 1871983353

License: 201602021

Gender: Female

Race: Unknown

Ethnicity: Unknown

**Telford, Byron Bradley, NP**

NPI: 1568598860

License: 200050100

Gender: Male

Race: Unknown

Ethnicity: Unknown

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205

Primary Fax: (541) 469-9204

Mon - Thu 8:00 AM - 5:00 PM

Fri 8:00 AM - 2:00 PM

To verify the availability of providers, call Partnership Member Services at (800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes: **P E B I B R E T**

**PARTNERSHIP SPECIALIST PROVIDERS – AVAILABLE BY REFERRAL ONLY**  
**OUT-OF-STATE SPECIALIST REFERRAL PROVIDER DIRECTORY**

**Leighton, Alexander Cleeland,  
MD**

NPI: 1063422608  
License: A85511  
Gender: Male  
Race: Unknown  
Ethnicity: Unknown

**Thoracic Surgery**

**Asante Physician Partners**

**PHC#: 30590**

NPI: 1922381326

**Available By Referral Only**

No Age Limitations

520 Medical Center Dr Ste 201

Medford, OR 97504

Out of State



Primary Phone: (541) 789-5710

Primary Fax: (541) 789-5711

Mon - Fri 8:00 AM - 5:00 PM

**Carmeci, Charles, MD**

NPI: 1730237082  
License: MD23812  
Gender: Male  
Race: Unknown  
Ethnicity: Unknown

**Millsap, Kenneth Lee, FNP**

NPI: 1750305066  
License: 200450110  
Gender: Male  
Race: Unknown  
Ethnicity: Unknown

**Urology**

**Curry Health District**

**PHC#: 61254**

NPI: 1487696985

**Available By Referral Only**

No Age Limitations

500 5th St

Brookings, OR 97415

Out of State

To verify the availability of providers, call Partnership Member Services at  
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See Page 40 for a description of codes: **P E B I B R E T**

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---

Primary Phone: (541) 412-2000  
Primary Fax: (541) 412-2081  
Mon - Fri 8:00 AM - 6:00 PM

**Mayer, Robert Dale, MD** 

◆ Urology  
NPI: 1073552352  
License: MD12010  
Gender: Male  
Hospital Privileges: Curry General  
Hospital  
Race: Unknown  
Ethnicity: Unknown

**Sutter Coast Health Clinic**

**PHC#: 27848**

NPI: 1306853296

**Available By Referral Only**

No Age Limitations

555 5th St Ste 2

Brookings, OR 97415

Out of State

Primary Phone: (541) 469-9205  
Primary Fax: (541) 469-9204  
Mon - Thu 8:00 AM - 5:00 PM  
Fri 8:00 AM - 2:00 PM

**Zagone, Robin Lee, MD** 

◆ Urology  
NPI: 1023192960  
License: A87575  
Gender: Male  
Hospital Privileges: Sutter Coast  
Hospital  
CCS Provider  
Race: Unknown  
Ethnicity: Unknown

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To verify the availability of providers, call Partnership Member Services at  
(800) 863-4155; TTY Users call (800) 735-2929 or 711.

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See Page 40 for a description of codes:  **P E B I B R E T**

**INDEX**

**A**

Adrouny, Adour, MD.....58, 60  
*Ambulatory Surgery Centers* .....55  
 Amsden, Christopher F, MD 64, 65

**B**

Bathey, Richard Roy, MD .....57  
 Bernard, Leah Suzanne, MD .....58  
 Brantingham, Steven Thomas,  
 DPM.....65

**C**

Carmeci, Charles, MD .....67

**E**

*Endocrinology*.....55

**F**

Fay, Jonathan Dean, MD .....60  
 Fay, Mark T, MD .....61  
 Fear, Daniel Roy, MD .....63  
 Frost, Megan Marie, MD .....56

**G**

Gallen, John Thomas, MD.....55  
*General Surgery* .....56, 57  
*Gynecology*.....57

**H**

*Hematology*.....58  
*Hospitals Referral*.....53  
 Huffaker, Richard Kimball, DO...63

**K**

Kahn, Daniel Albert, MD .....59

**L**

Leighton, Alexander Cleeland, MD  
 67

**M**

Martin, Aaron Dunn, DO .....56  
*Maternal Fetal Medicine* .....58, 59  
 Mayer, Robert Dale, MD .....68  
 Millsap, Kenneth Lee, FNP .....67

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See Page 40 for a description of codes: ♿ **P E B I B R E T**



# PARTNERSHIP PROVIDER INDEX | OUT-OF-STATE SPECIALIST

---

## N

Nelson, Richard Scott, DO .....56  
*Neurology* .....59

## O

Obispo, Nancy Magbanua, AGNP  
66  
*Obstetrics* .....59  
*Oncology*.....60  
*Ophthalmology*.....60, 61, 62  
Ortega, Lucy Marie, PA-C.....55  
*Orthopaedic Surgery*.....62  
*Otolaryngology*.....63

## P

*Pain Management* .....63, 64  
*Pharmacy Network List*.....53  
*Physical Medicine Rehabilitation*  
65  
*Podiatry*.....65  
*Pulmonary Disease* .....66, 67

## R

Rodriguez Moreno, Jose  
Ildefonso, MD .....59

## S

Stevens, Scott Kenneth, MD .....61

## T

Telford, Byron Bradley, NP.....66  
*Thoracic Surgery* .....67

## U

*Urology* .....67, 68

## W

Wang, Yujen, MD.....61, 62  
Wenger, Lindsay Michelle, MD ..56  
Willis, James Allen, MD .....64

## Y

Yang, Estin Kee, MD .....57

## Z

Zagone, Robin Lee, MD .....68

---

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See Page 40 for a description of codes:  **P E B I B R E T**



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<http://www.PartnershipHP.org>