brand new day

HEALTHCARE YOU CAN FEEL GOOD ABOUT

2020

Provider Directory

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This directory is current as of October 15,2019.

This directory provides a list of Brand New Day's current network providers.

This directory is for Imperial County.

To access Brand New Day's online provider directory, you can visit www.bndhmo.com . For any questions about the information contained in this directory (hardcopy or online), please call our Member Service Department at 866-255-4795, Monday through Friday from 8:00 a.m. to 8:00 p.m. and weekends from 8:00 a.m. to 8:00 p.m. (between October 1st and March 31st). TTY/TDD users should call 866-321-5955. Brand New Day is a HMO with Medicare contract. Enrollment in Brand New Day depends on contract renewal. The provider network may change at any time. You will receive notice when necessary. ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-255-4795 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-255-4795 (TTY: 711).

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Section 1 – Introduction

This directory provides a list of Brand New Day network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage (EOC).

Use this directory to find Brand New Day network providers for your care needs. Network providers are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost sharing as payment in full. We have arranged for these providers to deliver covered services to members in our plan.

It is important to know which providers are with our network because, with limited exceptions, while you are a member of our plan you must use network providers to obtain your medical care and services. The only exceptions are emergencies, urgently needed care when the network is not available (generally when you are out of the area), out-of-area dialysis services, and cases in which Brand New Day authorizes use of out-of-network providers.

You will have to choose one of our network providers listed in this directory to be your Primary Care Provider (PCP). Generally, you must get your health care services from your PCP. Your PCP is a physician who meets State requirements and is trained to give you basic medical care. Your PCP will provide most of your care and will help arrange or coordinate the rest of the covered services you get as a member of our Plan. This includes: x-rays, laboratory tests, therapy, care from doctors who are specialists, hospital admissions, and follow up care.

The "network providers" listed in this directory have agreed to provide you with your Health care and vision coverage. You may go to any of our network providers listed in this directory; however, some services may require a referral and prior authorization from Brand New Day.

If you have been going to one network provider, you are not required to continue to go to that same provider. Other physicians/providers are available in our network. In some cases, you may get covered services from non-network providers.

The "network providers" listed in this directory have agreed to provide you with your medical health care, vision and dental services. You may go to any of our network providers listed in this directory; however, some services require a referral and prior authorization from Brand New Day.

If you have been going to one network provider, you are not required to continue to go to that same provider. Other physicians/providers are available in our network. In some cases, you may get covered services from non-network providers.

Medical groups and Independent Practice Associations

Brand New Day's Network includes providers associated with Independent Practice Associations (IPAs) and Medical Groups. An IPA is a group of physicians under contract to provide services to members. If you select a doctor that belongs to an IPA or medical group as your PCP, you may be required to only use doctors that belong to that IPA or Medical Group for care. Additionally, you may need to obtain prior authorization for care from the IPA or medical group instead of from Brand New Day.

You must use network providers except in emergency or urgent care situations. If you obtain routine care from out-of-network providers, neither Medicare nor Brand New Day will be responsible for the costs.

If you receive a bill from an out-of-network provider that gave you emergent or urgent care (or out of area renal dialysis, do not pay the bill. Submit the bill to Brand New Day for review.

Mail bills for Prescription drugs to:
Brand New Day c/o MedImpact Claims Department
10181 Scripps Gateway Court
San Diego, CA 92131

Mail bills for medical care to:
Brand New Day
P.O. Box 794
Park Ridge, Illinois 60068

What is the service area for Brand New Day ?

The counties in our service area are listed below.
Fresno, Imperial, Kings, Kern, Los Angeles, Orange, San Bernardino, Riverside, San Diego, San Mateo, Santa Clara, and Tulare Counties.

How do you find Brand New Day providers in your area?

You may look for a provider using this directory in several ways. To find a provider in your area, look for the county or area first. Then search the list of providers for that area. If you know the name of the provider you are looking for, use our alphabetical index located in the back of this directory. Our providers are listed according to their associated Medical Group or IPA.

Our directory includes Brand New Day contracted specialists, hospitals, urgent care, and skilled nursing facilities. In addition, the directory includes contracted dental providers (We are contracted with Delta Dental USA and Western Dental to use their network of dentists) and vision providers (We are contracted with MES Vision Care to use their network of vision care providers).

If you have questions about Brand New Day or require assistance in selecting a PCP, please call our Member Service Department at 1-866-255-4795, Monday through Friday 8:00 am to 8:00 pm and weekends from 8:00 am to 8:00 pm (between October 1st and March 31st). TTY/TDD users should call 711. Or, visit http://www.bndhmo.com.

FITNESS AND HEALTH

PROVIDER : SILVERSNEAKERS
Phone: 888-423-4632

For Hearing impaired TTY users: 711

TRANSPORATION

SCHEDULE ROUTINE TRANSPORTATION (TO AND FROM DOCTOR)
Monday-Friday 8:00am-6:00pm
Phone: 855-804-3340

SCHEDULE MEDICAL TRANSPORTATION (NON-URGENT)
Monday-Friday 8:00am-6:00pm
Phone: 855-804-3484

REQUEST A BUS PASS
Monday-Friday 8:00am-6:00pm
Phone: 855-804-3661

For Hearing impaired TTY users: 711

VISION

PROVIDER: MES VISION
Phone: 833-240-7289
Website: www.mesvision.com/bndhmo

For Hearing impaired TTY users: 877-835-2929

CHIROPRACTOR AND ACCUPUNCTURE

PROVIDER: AMERICAN SPECIALTY HEALTH (ASH)
Phone: 800-678-9133
Website: www.ashlink.com/ASH/brandnewday

For Hearing impaired TTY users: 800-735-2922

TELEHEALTH

PROVIDER: TELEDOC
Phone: 855-835-2362
Website: www.teladoc.com

For Hearing impaired TTY users: 855-636-1578

DENTAL

PROVIDER: DELTA CARE USA
Phone: 844-282-7638
Website: www.deltadental.com/DentistSearch/DentistSearchController.ccl

For Hearing impaired TTY users: 711

PROVIDER: WESTERN DENTAL
Phone: 800-992-3366
Website: www.westerndentalbenefits.com

For Hearing impaired TTY users: 711

PHARMACY

PROVIDER: CONVEY OTC
Phone: 855-804-3555
Website: www.bndotc.com

For Hearing impaired TTY users: 711

PROVIDER: MEDIMPACT (MAIL ORDER PHARMACY)
Phone: 855-873-8739
Website: www.medimpactdirect.com

For Hearing impaired TTY users: 711

NURSE ADVICE LINE

PROVIDER: BRAND NEW DAY
Phone: 888-687-7321

PRIMARY CARE PHYSICIANS AFFILIATED WITH IPAS

Brawley

FAMILY PRACTICE

FAREED, GEORGE C MD
Community Care IPA (MH89)
Provider # GEFA7
751 W LEGION RD, #105
Brawley, CA 92227
760-344-8750

FRIEDLINE, JOHN MD
Premier Patient Care IPA (M174)
Provider # JOFR3
125 S 5TH ST, #B
Brawley, CA 92227
760-344-8100

SUAREZ, LORENZO H MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # LOSU
125 S 5TH ST,
Brawley, CA 92227
760-344-8100

TAN, YONG MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # YOTA
751 W LEGION RD, #102
Brawley, CA 92227
760-351-8696

FED QUAL HEALTH CTR

CLINICAS DE SALUD, DEL PUEBLO
Community Care IPA (MH89)
Provider # CLDE2
900 MAIN ST,
Brawley, CA 92227
760-344-6471

CLINICAS DE SALUD, DEL PUEBLO
Community Care IPA (MH89)
Provider # CLDE3
283 MAIN ST STE 102,
Brawley, CA 92227
760-344-9951

GENERAL PRACTICE

FAREED, GEORGE C MD
Community Care IPA (MH89)
Provider # GEFA7
751 W LEGION RD, #105
Brawley, CA 92227
760-344-8750

STRAUSS, MURRAY R MD
Community Care IPA (MH89)
Provider # MUST
900 MAIN ST,
Brawley, CA 92227
760-344-6471

INTERNAL MEDICINE

DUONG, MAN C MD
Imperial County Physicians Medical Group (M148)
Provider # MADU33
4231 US HWAY, 86 #A
Brawley, CA 92227
760-550-6334

DUONG, MAN C MD
Community Care IPA (MH89)
Provider # MADU34
900 MAIN ST,
Brawley, CA 92227
760-344-6471

GHULAM, MEHBOOB DO
Easy Access Care IPA (M181)
Imperial County Physicians Medical Group (M148)
Provider # MEGH9
207 W LEGION RD,
Brawley, CA 92227
760-550-6654

OPREA, LUCIAN MD
Premier Patient Care IPA (M174)
Provider # LUOP
608 G ST, #1A
Brawley, CA 92227
760-351-1011

Calexico

FAMILY PRACTICE

AZINGE, WELIM MD
Community Care IPA (MH89)
Provider # WEAZ2
420 HEFFERNAN AVE, #D
Calexico, CA 92231
760-270-9126

CEJA, MARIO L MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # MACE9
251 W COLE BLVD,
Calexico, CA 92231
760-357-3768

ESTRADA, JAIME E MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # JAES
1001 E US HIGHWAY 98,
Calexico, CA 92231
760-890-5593

KELADA, MERVAT G MD
Imperial County Physicians Medical Group (M148)
Provider # MEKE9
1001 BLAIR AVE,
Calexico, CA 92231
760-768-5055

FED QUAL HEALTH CTR

CLINICAS DE SALUD, DEL PUEBLO
Community Care IPA (MH89)
Provider # CLDE4
223 W COLE RD,
Calexico, CA 92231
760-357-2020

GENERAL PRACTICE

GUEFEN, URI MD
Community Care IPA (MH89)
Provider # URGU1
223 W COLE BLVD,
Calexico, CA 92231
760-357-2020

INTERNAL MEDICINE

AIZIN, VITALI MD
Community Care IPA (MH89)
Provider # VIAI22
420 HEFFERNAN AVE, #D
Calexico, CA 92231
760-270-9126

KELADA, JOHN MD
Imperial County Physicians Medical Group (M148)
Provider # JOKE34
1001 BLAIR AVE,
Calexico, CA 92231
760-768-5055

El Centro

FAMILY PRACTICE

COTA, GIBERTO MD
Easy Access Care IPA (M181)
Provider # GICO34
1590 S IMPERIAL AVE,
El Centro, CA 92243
760-352-2551

ESPERANZA, BONIFACIO MD
Community Care IPA (MH89)
Provider # BOES34
852 E DANENBERG DR,
El Centro, CA 92243
760-352-2257

HACOPIAN, AVA MD
Community Care IPA (MH89)
Provider # AVHA65
651 WAKE AVE, #A
El Centro, CA 92243
760-352-2257

ROBLES, JORGE F MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # JORO9
1501 OCOTILLO DR, #C
El Centro, CA 92243
760-353-6363

STRONG, JOHN MD
Easy Access Care IPA (M181)
Provider # JOST11
1590 S IMPERIAL AVE,
El Centro, CA 92243
760-352-2551

VO, TIEN T MD
Easy Access Care IPA (M181)
Provider # TIVO
1590 IMPERIAL AVE,
El Centro, CA 92243
760-352-2551

FED QUAL HEALTH CTR

CLINICAS DE SALUD, DEL PUEBLO
Community Care IPA (MH89)
Provider # CLDE6
852 E DANENBERG DR,
El Centro, CA 92243
760-352-2257

GENERAL PRACTICE

WICHSER, JAMES MD
Community Care IPA (MH89)
Provider # JAWI34
852 E DANENBERG DR,
El Centro, CA 92243
760-352-2257

INTERNAL MEDICINE

AZINGE, WELIM MD
Imperial County Physicians Medical Group (M148)
Provider # MEAZ5
2026 N IMPERIAL AVE, #D
El Centro, CA 92243
760-693-5372

EL RAMAH, MOHSEN MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # MOEL1
1550 N IMPERIAL AVE, #1
El Centro, CA 92243
760-352-1731

GUERRERO, EFRAIN A. NP
Community Care IPA (MH89)
Provider # EFGU
1590 S IMPERIL AVE,
El Centro, CA 92243
760-353-5933

MALHOTRA, RAKESH MD
Premier Patient Care IPA (M174)
Provider # RAMA40
1550 N IMPERIAL AVE, #1
El Centro, CA 92243
760-352-1731

MALOOF, GEORGE J MD
Imperial County Physicians Medical Group (M148)
Provider # GEMA9
1420 OCOTILLO DR, #A
El Centro, CA 92243
760-352-3555

REISIN, SOL MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # SORE
1550 N IMPERIAL AVE, #1
El Centro, CA 92243
760-353-4710

SAMPAT, UNNATI MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # UNSA
1665 S IMPERIAL AVE, #C
El Centro, CA 92243
760-592-4783

SINGH, PRABHDEEP MD
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # PRSI9
2061 ROSS AVE, #B
El Centro, CA 92243
760-352-5800

ZADEH, ALIDAD M DO
Imperial County Physicians Medical Group (M148)
Premier Patient Care IPA (M174)
Provider # ALZA
1600 S IMPERIAL AVE, #3
El Centro, CA 92243
760-339-2802

Holtville

FAMILY PRACTICE

SOUN, VINCENT MD
Easy Access Care IPA (M181)
Imperial County Physicians Medical Group (M148)
Provider # VISO06
529 PINE AVE,
Holtville, CA 92250
760-791-4955

Imperial

FAMILY PRACTICE

ZADEH, HAMID MD
Imperial County
Physicians Medical
Group (M148)
Provider # HAZA34
2435 MARSHALL AVE,
Imperial, CA 92251
760-550-6327

Niland

FED QUAL
HEALTH CTR

CLINICAS DE
SALUD, DEL
PUEBLO
Community Care IPA
(MH89)
Provider # CLDE7
8027 HIGHWAY 111,
Niland, CA 92257
760-359-0110

Winterhaven

FED QUAL
HEALTH CTR

CLINICAS DE
SALUD, DEL
PUEBLO
Community Care IPA
(MH89)
Provider # CLDE8
2133 WINTERHAVEN
DR,
Winterhaven, CA 92283
760-572-2700

ALPHA CARE MEDICAL GROUP (M136) AFFILIATED SPECIALISTS

PODIATRY

PHAM, LUYEN V DPM

COMMUNITY CARE IPA (MH89) AFFILIATED SPECIALISTS

ALLERGY & IMMUNOLOGY

CREIGHTON, WILLIAM D MD

CARDIOLOGY

BUI, HANH MD

PALAKODETI, VACHASPATHI MD

CARDIOVASCULAR DISEASE

ANSARI, ATHAR MD

MARTINEZ, GREG PA

PALAKODETI, VACHASPATHI MD

SHABARI, FARSHAD MD

UREY, MARCUS A MD

ENDOCRINOLOGY

KRUTZIK, RAMONA A MD

FOOT SURGERY

HERNANDEZ, FEDERICO MD

GASTROENTEROLOGY

ELNEWIHI, HUSSEIN MD

HAMDY, MOSTAFA A MD

LOPEZ, OSCAR MD

SULIMAN, MAHOMED MD

INFECTIOUS DISEASE

AL-JASIM, MOHAMMED M MD

LIC CLIN SOCIAL WKR

RODRIGUEZ, RENE LCSW

VALLE, MAYAHUEL LCS

MEDICAL ONCOLOGY

AHMED, SYED MD

NEPHROLOGY

AFSHAR, MASOUD MD

BERENJI, RAMIN MD

EL RAMAH, MOHSEN MD

HUSSAIN, SHAHID MD

NEUROLOGY

MANHAS, SHEILA MD

SINGH, RAVI MD

SURGERY CENTERS OF, IMPERIAL VALLEY MD

OBSTETRICS & GYNECOLOGY

ARGUILEZ, LAWRENCE MD

BABKINA, NATALIA MD

BASILIERE, EUGENE MD

COX-ALARCON, AUBREY PA

FONTAINE, LUC MD

GOCKE, STEPHEN MD

GREWAL, AJANAMJOT MD

HOFFMAN, MICHAEL DO

HOLTZ, RAMONA NP

MARTINEZ, LENE MD

MOUKARZEL, ELIAS MD

WU, ALLAN MD

ZABREK, EDWARD MD

ZADEH, HAMID MD

ONCOLOGY

AHMED, SYED MD

OPHTHALMOLOG

CHAVEZ, CESAR MD

GRANT-ACQUAH, KWEKU MD

JARDON, JAVIER A MD

MANI, HAMID D MD

MANI, NASRIN MD

MANI, MAJID MD

PONS, MAURICIO E MD

SKAF, AYHAM R MD

SPIEGEL, JENNIFER MD

WAINESS, REID M MD

OPHTHALMOLOG - RETINA

PAPASTERGIOU, GEORGIOS MD

ORAL & MAXILLOFCL SX

LOPEZ, RUBEN R. DDS

OTOLARYNGOLO (ENT)

ARAB, MOHAMMAD MD

PAIN MANAGEMENT

SMITH, DAVID MD

STEVENS, CHARLES MD

SURGERY CENTERS OF, IMPERIAL VALLEY MD

PODIATRY

ARAGUAS, ROSARIO DPM

HERNANDEZ, FEDERICO MD

PHAM, LUYEN V DPM

PSYCHIATRIST

AHMAD, BUSHRA MD

CAMACHO, ALVARO MD

CASTANOS, ROBERTO MD

STEINBERG, DEBORAH H MD

PULMONARY DISEASE

KRUTZIK, MICHAEL MD

WOLCOTT, PATRICK MD

RADIOLOGY ONCOLOGY

BOTNICK, LESLIE MD

VAKILIAN, SIAVOSH MD

WOEL, ROSEMONDE MD

RHEUMATOLOGY

KELLER, MICHAEL MD

SURGERY, GENERAL

BARON, NORMAN MD

BAUTISTA, CEDRIC MD

MOZA, JOSEPH MD

POLLACK MD, JAMES A. MD

RAMONES, MARIA THERESA MD

SLONE, JONATHAN S. MD

WHYTE, MARK MD

SURGERY, NEUROLOGICAL

MANIX, MARC C MD

SURGERY, ORTHOPEDIC

ANAND, VEERINDER MD

LAI, CHRISTOPHER MD

UROLOGY

AFFUE, THEODORE MD

BERNARD, SCHAAF MD

VEMULAPALLI, JAGANMOHAN R MD

EASY ACCESS CARE IPA (M181) AFFILIATED SPECIALISTS

DERMATOLOGY

DANG, DIANA MD

ENDOCRINOLOGY

KRUTZIK, RAMONA A MD

FOOT SURGERY

HERNANDEZ, FEDERICO MD

GASTROENTEROLOGY

SULIMAN, MAHOMED MD

INFECTIOUS DISEASE

AL-JASIM, MOHAMMED M MD

MEDICAL ONCOLOGY

AHMED, SYED MD

NEPHROLOGY

AFSHAR, MASOUD MD

BERENJI, RAMIN MD

HUSSAIN, SHAHID MD

RODILES, HORACIO MD

OBSTETRICS & GYNECOLOGY

ZADEH, HAMID MD

ONCOLOGY

AHMED, SYED MD

OPHTHALMOLOGY

GREWAL, SANJEEV MD

OTOLARYNGOLOGY (ENT)

SETLIFF, DON PAUL MD

PODIATRY

ARAGUAS, ROSARIO DPM

HERNANDEZ, FEDERICO MD

PULMONARY DISEASE

KRUTZIK, MICHAEL MD

SLEEP MEDICINE

WOLCOTT, PATRICK MD

SURGERY, GENERAL

GWON, SEUNG MD

SURGERY, NEUROLOGICAL

MANIX, MARC C MD

UROLOGY

AFFUE, THEODORE MD

GOLDEN PHYSICIANS MEDICAL GROUP (M158) AFFILIATED SPECIALISTS

OPHTHALMOLOGY

CHAVEZ, CESAR MD

SKAF, AYHAM R MD

IMPERIAL COUNTY PHYSICIANS MEDICAL GROUP (M148) AFFILIATED SPECIALISTS

ALLERGY & IMMUNOLOGY

BROWN, HOSEA MD

CREIGHTON, WILLIAM D MD

CARDIOLOGY

ABDELNUR, ROBERTO MD

BUI, HANH MD

PALAKODETI, VACHASPATHI MD

TARIQ, SAHAIB MD

CARDIOVASCULAR DISEASE

ANSARI, ATHAR MD

PALAKODETI, VACHASPATHI MD

DERMATOLOGY

DANG, DIANA MD

HUYNH, ANTHONY V MD

MIREMADI, ARJANG K MD

SHAHAN, FRED MD

ENDOCRINOLOGY

KRUTZIK, RAMONA A MD

FOOT SURGERY

HERNANDEZ, FEDERICO MD

GASTROENTEROLOGY

ELNEWIHI, HUSSEIN MD

HAMDY, MOSTAFA A MD

LOPEZ, OSCAR MD

SULIMAN, MAHOMED MD

INFECTIOUS DISEASE

AL-JASIM, MOHAMMED M MD

MEDICAL ONCOLOGY

AHMED, SYED MD

NEPHROLOGY

AFSHAR, MASOUD MD

BERENJI, RAMIN MD

HUSSAIN, SHAHID MD

RODILES, HORACIO MD

NEUROLOGY

JACOBO-ALATRISTE, ANDRES N MD

SURGERY CENTERS OF, IMPERIAL VALLEY MD

OBSTETRICS & GYNECOLOGY

BABKINA, NATALIA MD

CHIBAS, MARISEL MD

GOCKE, STEPHEN MD

GREWAL, AJANAMJOT MD

MOUKARZEL, ELIAS MD

ONCOLOGY

AHMED, SYED MD

OPHTHALMOLOGY

CARRABY, ARNETT MD

CHAVEZ, CESAR MD

DELENGOCKY, TAYSON MD

MANI, HAMID D MD

MANI, NASRIN MD

MANI, MAJID MD

PONS, MAURICIO E MD

SKAF, AYHAM R MD

OPHTHALMOLOG - RETINA

PAPASTERGIOU, GEORGIOS MD

OTOLARYNGOLO (ENT)

ARAB, MOHAMMAD MD

PAIN MANAGEMENT

STEVENS, CHARLES MD

SURGERY CENTERS OF, IMPERIAL VALLEY MD

PODIATRY

ARAGUAS, ROSARIO DPM

GOSTICH, CYRIL MD

HERNANDEZ, FEDERICO MD

PULMONARY DISEASE

KRUTZIK, MICHAEL MD

RHEUMATOLOGY

DIKRANIAN, ARA MD

KELLER, MICHAEL MD

MABAQUIAO, ARTHUR MD

PAZIRNDEH, MAHMOOD MD

WOLCOTT, PATRICK MD

SLEEP MEDICINE

WOLCOTT, PATRICK MD

SURGERY, GENERAL

GWON, SEUNG MD

RAMONES, MARIA THERESA MD

WHYTE, MARK MD

SURGERY, NEUROLOGICAL

CALVIN, TRAVIS H MD

SURGERY, ORTHOPEDIC

ANAND, VEERINDER MD

DIAZ, FRANCISCO MD

LAI, CHRISTOPHER MD

UROLOGY

AFFUE, THEODORE MD

VEMULAPALLI, JAGANMOHAN R MD

WOUND CARE

REES, RICHARD D MD

PREMIER PATIENT CARE IPA (M174) AFFILIATED SPECIALISTS

CARDIOLOGY

CASTELLANOS, LUIS
MD

SHABARI, FARSHAD
MD

PRIMARY CARE PHYSICIANS AFFILIATED DIRECTLY WITH BRAND NEW DAY

El Centro

INTERNAL MEDICINE

EL RAMAH, MOHSEN MD
Allied Health Solution Medical Group (MH15)
American Health Services (MH05)
Brand New Day Brookhurst (MH01)
Brand New Day Long Beach Affiliates (MH03)
Brand New Day Los Angeles Affiliates (MH18)
Inland Psychiatric Medical Group Hemet (MH07)
Inland Psychiatric Medical Group Moreno Valley (MH09)
Inland Psychiatric Medical Group Redlands (MH02)
Joey Santos MD (MH17)
Kern Psychiatric and Wellness Center (MH04)
Memorial Counseling Associates (MH06)
Orange Psychiatric Medical Group (MH08)
Orange Psychiatric Medical Group Murrieta/Temecula (MH16)
Provider # MOEL1
1550 N IMPERIAL AVE, #1
El Centro, CA 92243
760-352-1731

HOSPITALS

Brawley

Pioneers Memorial HealthCare District
Provider # PIME
207 W Legion Road,
Brawley, CA 92227
(760) 351-3333

El Centro

El Centro Regional Medical Center
Provider # ELCE
1415 Ross Avenue,
El Centro, CA 92243
(760) 339-7300

URGENT CARE

Calexico

CALEXICO HEALTH CTR
Provider # CAHC
450 E BIRCH ST,
Calexico, CA 92231
760-768-6262

DEANZA CLINIC
Provider # DECL09
10001 BLAIR AVE,
Calexico, CA 92231
760-768-5055

NOTICE OF NON-DISCRIMINATION

Brand New Day complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Brand New Day does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Brand New Day:

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

If you need these services, contact the Brand New Day, Customer Service Department at: 1-866-255-4795 (TTY 711). Hours are: October 1 – March 31: 7 days a week, 8 am – 8 pm, April 1 – September 30: Monday – Friday, 8 am – 8 pm.

If you believe that Brand New Day has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling our Customer Service Department or mailing a letter to:

Brand New Day
Attn: Appeals & Grievances Department
5455 Garden Grove Blvd,
Suite 500
Westminster, California 92683
Fax: 657-400-1217
Email: Complaints@universalcare.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Customer Service Department is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and
Human Services 200
Independence Avenue, SW,

Room 509F, HHH,
Building Washington,
D.C. 20201
1-800-368-1019, 1-800-537-7697
(TDD)

MULTI-LANGUAGE INTERPRETER SERVICES

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-255-4795 (TTY: 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-255-4795 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-255-4795（TTY：711）

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-255-4795 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-255-4795 (TTY: 711).

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-255-4795 (ATS : 711).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-255-4795 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-255-4795 (TTY: 711) 번으로 전화해 주십시오.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-255-4795 (телетайп: (TTY: 711).

Arabic: ناجملاب كل رفاوتت ةيوغللا تدعاسملا تامدخ نإف ،ةغللا ركذا ثدحتت تنك اذإ: ةظوحلم مقرب 1-866-255-4795 لصتا (TTY: 711) مكبلاو مصلا فتاه مقر

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-255-4795 (TTY: 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-255-4795 (TTY: 711).

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-255-4795 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-255-4795 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-866-255-4795 (TTY: 711) まで、お電話にてご連絡ください。

Armenian: ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք 1-866-255-4795 (TTY (հեռատիպ)՝ 711):

Farsi: **توجه**: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-255-4795(TTY: 711) تماس بگیرید.

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1- 866-255-4795 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Cambodian: ៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-866-255-4795 (TTY: 711) ។

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-866-255-4795 (TTY: 711).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-866-255-4795 (TTY: 711).