brand new day

A Bright HealthCare Company

2022

Provider Directory

Brand New Day Harmony Choice Plan (HMO CSNP) 20
Brand New Day Harmony Care Plan (HMO CSNP) 32
Brand New Day Classic Choice Plan (HMO) 33
Brand New Day Classic Care II Plan (HMO) 37
Brand New Day Embrace Care Plan (HMO CSNP) 39-2
Brand New Day Embrace Choice Plan (HMO CSNP) 40-2
Brand New Day Select Care II Plan (HMO ISNP) 43
Brand New Day Select Choice II Plan (HMO ISNP) 45
Brand New Day Valor Care Plan (HMO) 48

This directory is current as of October 13,2022.

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

This directory is for Santa Cruz County.

To access Brand New Day's online provider directory, you can visitwww.bndhmo.com . For any questions about the information contained in this directory (hardcopy or online), please call our Member Service Department at 1-866-255-4795, Monday through Friday from 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. 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. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-255-4795 (TTY: 711).

H0838_2917.210928_C

Table of Contents

Section 1 – Introduction 3

What is the service area for Brand New Day ? 4
How do you find Brand New Day providers in your area? 4

Section 2 – List of Network Providers 5

Vision, Dental and Ancillary Providers 5
Specialists Affiliated with IPAs 7
Specialists Affiliated Directly with Brand New Day 13
Hospitals 14
Skilled Nursing Facilities (SNF) 15

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
ATTN: Claims Department
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, Tulare, San Francisco, San Joaquin, Sacramento, Madera, Alameda, Contra Costa, Placer, Santa Cruz, Solano Stanislaus, and Yolo 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 DeltaDental DHMO and Western Dental to use their network of dentists) and vision providers (We are contracted with EyeMed 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
Monday - Friday, 5 a.m. - 5 p.m.
Phone: 1-888-423-4632
Website: www.silversneakers.com

For Hearing impaired TTY users: 711

TRANSPORATION

PROVIDER: CARECAR
Schedule Routine Transportation (To and From Doctor)
Monday-Friday 8 a.m. - 8 p.m.
Phone: 1-855-804-3340

SCHEDULE MEDICAL TRANSPORTATION (NON-URGENT)
Monday-Friday 8 a.m. - 8 p.m.
Phone: 1-855-804-3484

REQUEST A BUS PASS (HARMONY PLANS 20 AND 32 ONLY)
7 days a week, 8 a.m. - 5 p.m. (Office Hours), 5 p.m. – 8 a.m. (After Hours)
Phone: 1-855-804-3661

For Hearing impaired TTY users: 711

VISION

PROVIDER: EYEMED
Monday - Saturday, 5 a.m. - 8 p.m.
Sunday, 8 a.m. – 5 p.m.
Phone: 1-800-511-1486
Website: member.eyemedvisioncare.com/brandnewday

For Hearing impaired TTY users: 1-844-230-6498

CHIROPRACTOR AND ACCUPUNCTURE

PROVIDER: AMERICAN SPECIALTY HEALTH (ASH)
Monday - Friday, 5 a.m. - 8 p.m.
Phone: 1-800-678-9133
Website: ashlink.com/ASH/brandnewday

For Hearing impaired TTY users: 1-800-735-2922

TELEHEALTH

PROVIDER: TELADOC
24 hours, 7 days a week
Phone: 1-855-835-2362
Website: teladoc.com
For Hearing impaired TTY users: 1-855-636-1578

DENTAL

PROVIDER: DELTADENTAL DHMO
Monday – Sunday 8 a.m. - 8 p.m. (October 1 - March 31)
Monday - Friday, 8 a.m. – 8 p.m. (April 1 - September 30)
Phone: 1-844-282-7638
Website: www1.deltadentalins.com/brand-new-day-medicare
Medi-Medi: www1.deltadentalins.com/brand-new-day-medi-cal-medicare
For Hearing impaired TTY users: 1-877-855-8039

PROVIDER: WESTERN DENTAL
Monday - Friday, 8 a.m. - 5 p.m.
Phone: 1-855-203-5900
Website: westerndental.com

For Hearing impaired TTY users: 711

PHARMACY

PROVIDER: NATIONS OTC
24 hours, 7 days a week
Phone: 1-877-280-6207
Website: NationsOTC.com/BND

For Hearing impaired TTY users: 711

PROVIDER: MEDIMPACT (MAIL ORDER PHARMACY)
Monday - Friday, 5 a.m. - 5 p.m.
Saturday, 6 a.m. - 2 p.m.
Phone: 1-855-873-8739
Website: medimpactdirect.com

For Hearing impaired TTY users: 711

NURSE ADVICE LINE

PROVIDER: BRAND NEW DAY
24 hours, 7 days a week
Phone: 1-888-687-7321

For Hearing impaired TTY users: 711

ACCESS PRIMARY CARE MEDICAL GROUP (M150) AFFILIATED SPECIALISTS

RHEUMATOLOGY

SALAHUDDIN, FARAH
FATIMA MD

ALL AMERICAN MEDICAL GROUP (M161) AFFILIATED SPECIALISTS

RHEUMATOLOGY

SALAHUDDIN, FARAH
FATIMA MD

HILL PHYSICIAN MEDICAL GROUP SF (M211) AFFILIATED SPECIALISTS

RHEUMATOLOGY

SALAHUDDIN, FARAH
FATIMA MD

LA SALLE MEDICAL ASSOCIATES (M131) AFFILIATED SPECIALISTS

SURGERY, ORTHOPEDIC

DANIELS, MATHIAS WAYNE

PHYSICIAN MEDICAL GROUP OF SAN JOSE (M149) AFFILIATED SPECIALISTS

SURGERY, ORTHOPEDIC

MENSCH, KENNETH
MD

RIVER CITY / AMM (M208) AFFILIATED SPECIALISTS

HEMATOLOGY / ONCOLOGY

CHRYSOFAKIS, GRIGORIOS MD

SPECIALISTS AFFILIATED DIRECTLY WITH BRAND NEW DAY

RHEUMATOLOGY

SALAHUDDIN, FARAH FATIMA MD

SURGERY, GENERAL

NGUYEN, PAUL DO

SANTILLANO, JESSICA MD

SURGERY, VASCULAR

LO, RUBY MD

HOSPITALS

Santa Cruz

Sutter Maternity and Surgery Center of Santa Cruz
Provider # SMSC
2900 Chanticleer Ave,
Santa Cruz, CA 95065
(831) 477-2200

SKILLED NURSING

CAPITOLA

PACIFIC COAST, MANOR
Provider # PACM10
1935 WHARF ROAD,
CAPITOLA, CA 95010
831-476-0770

WATSONVILLE

WATSONVILLE POST, ACUTE CENTER
Provider # WAPA17
525 AUTO CENTER DR,
WATSONVILLE, CA
95076
831-724-7505

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)

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

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 ةيوغلا ةدعاسملا تامدخ نإف ،ةغلا ركذا ثدحتت تنك اذإ: ةظوحلم مقرب
لصتا 1-866-255-4795 مكبلاو مصلا فتاه مقر (TTY: 711)

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).

H0838_1192.Multi.Lang.190730_C BND_8855

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).