

## Become an IPA Member – Member - Patient Frequently Asked Questions - FAQ's

What is an IPA?

IPA or Independent Physicians Association consists of a panel of physicians who contract with health plans and hospitals to provide complete care to members of Health Maintenance Organizations (HMO). All HMO members must first select a Primary Care Physician (PCP), who belongs to an IPA or medical group. IPA doctors and their staff then coordinate a comprehensive health care delivery system among the medical providers within the network.

[Back to the top \(link\)](#)

Who can join IPA?

Anyone with HMO insurance can and need to join an IPA.

[Back to the top \(link\)](#)

How do I become an Allied Pacific member?

[Back to the top \(link\)](#)

Where is Allied Pacific member service center located at?

[Back to the top \(link\)](#)

Allied Pacific IPA continue to provide quality service to members. The member service center is located at 568 W. Garvey Ave, Monterey Park, CA 91754 and 18575 Gale Ave, City of Industry, CA 91748. We welcome any walk-in members Monday to Friday 8:30am-5pm. For more inquiries, please call 626-282-0288.

[Back to the top \(link\)](#)

What are the hours of operation for Allied Pacific IPA?

Member service center: Monday to Friday from 9AM to 5PM.  
Operation: Monday to Friday from 8:30AM to 5PM.

[Back to the top \(link\)](#)

What do I do in case of a medical emergency?

In case of a life-threatening emergency, please dial 911. For non-life-threatening emergencies, please call one of our contracted After-Hours Urgent Care Centers.

[Back to the top \(link\)](#)

What do I do if I would like to see a physician after work, but my family doctor's office is already closed?

Allied Pacific offers several locations of After Hour Care Centers throughout San Gabriel Valley to service our members in medical needs. For location and hours of operations, please click [here](#).

[Back to the top \(link\)](#)

How do I choose or change my family doctor?

Family doctor is commonly referred to as PCP (Primary Care Physicians). When you enroll into an HMO Health Plan, you need to choose a designated PCP (Primary Care Physician) within our IPA network. For our network of contracted PCP, please [click here \(link\)](#). If you would like to change your PCP, please contact your Health Plans for details.

[Back to the top \(link\)](#)

What is my copay?

Copay, or copayment is a payment defined in the insurance policy and paid by the insured person each time a medical service is accessed. A member's copayment varies depending on the type of insurance plan they have enrolled in. Please contact your Health Plan or Insurance carrier for copayment and other member benefits related information.

[Back to the top \(link\)](#)

What is an authorization?

An approval to go see a specialist that is usually requested through your primary care physician.

[Back to the top \(link\)](#)

What happens when my authorization gets denied?

An authorization may be denied for many reasons. Please contact our customer service 626-282-0288 for complete details.

[Back to the top](#)

Why did I receive a bill?

In most cases members will receive what is called a "balance bill". The reason they received a bill in these cases was because the member was seen in the ER or pathology provider who is non-contracted and did not accept the initial payment for the IPA. The balance is not the member's responsibility for these cases and claim must be forwarded to claims dept for reprocessing. The member should only be charged applicable copayment.

Please note, that members who receive non-urgent or non-emergency services, will be responsible to charges incurred if they did not obtain prior authorization from the IPA.

[Back to the top \(link\)](#)

I just turned 65 and I have questions about Medicare.

Congratulations on reaching the golden age of 65! As you turn 65 there are a lot of decisions to make regarding your healthcare needs.

Allied Pacific of California IPA has held educational seminars throughout San Gabriel Valley to help you understand Medicare better. Please contact 626-282-0288 for more details.

[Back to the top](#)

Does APC have any contracted Medicare Plans?

Allied Pacific IPA of California is contracted with these MAPD plans.

While you have many choices to make, Allied Pacific IPA contracts with health plans that offers Medicare Advantage & Prescription Drug Plan and CalMediConnect.

Your health is important to us and that's why upon joining us, you will have a wellness visit and annually thereafter with your doctor. During your wellness visit, you will receive a physical exam, health risk assessment and preventive care services. Your doctor will also help you catch up with vaccinations, perform preventive care screenings, and address any health problems you might have.

We have a team of staff that you can speak to assist you in your health care needs. For more information, please call us at 1.877.282.8272 / 1.888.888.7472

[Back to the top](#)

## Resources

Agency for Healthcare Research and Quality  
Information on health services research and quality.

American Cancer Society

Information on cancer, risk factors, prevention and treatment.

American Diabetes Association

Information on diabetes risk factors, prevention and treatment.

American Heart Association

Information on heart diseases, risk factors, prevention and treatment.

American Lung Association

Information on lung diseases, risk factors, prevention and treatment.

Asthma

Information on asthma risk factors, prevention and treatment.

[Back to the top](#)

Centers for Disease Control

Online source for credible health information.

[Back to the top](#)

Deaf Counseling, Advocacy, and Referral Agency

Information for those who are deaf or hard of hearing.

Disease Information, Diagnosis and Educational Materials

Online source for health information.

[Back to the top](#)

Food and Drug Administration

[Back to the top](#)

[Health Consumer Alliance](#)

Information about health care coverage and services.

[HMO Help Center](#)

Information about HMO Health Insurance.

[Back to the top](#)

[Information about Vaccinations and Immunizations](#)

[Back to the top](#)

[KidsHealth](#)

Information about children's health.

[Back to the top](#)

[Medi-Cal](#)

Information about healthcare for low-income families.

[Medi-Cal Access Program](#)

California's Insurance program for Mid-Income Pregnant Women.

[Medicare](#)

Information about healthcare for seniors 65+.

[Medline Plus](#)

National Institutes of Health's Web site for patients.

[Back to the top](#)

National Institutes of Health  
Information about various health conditions.

[Back to the top](#)

Office of the Patient Advocate  
Information about rights and responsibilities as health plan enrollees.

[Back to the top](#)

Social Security  
Information about social security services.

State Insurance Hotline  
Information about insurance.

[Back to the top](#)

US Department of Labor (Personal and Welfare Benefits)  
Information about employee benefits.

[Back to the top](#)

### **Brokers**

Allied Pacific IPA works closely with brokers to provide quality services to our members. We welcome any agent/broker to contact us for more information regarding our medical group.

[BrokerServices.Dept@nmm.cc](mailto:BrokerServices.Dept@nmm.cc)

Services we offer include:

Customized provider and specialist roster

Informative brochures and flyers  
Efficient response for broker/member issue  
Flu shot program