Welcome
to your medical group

Let's get started!

Regal Medical Group, INC.

RegalMed.com

Your healthcare experience is about to change for the better.

Keep your Medicare Advantage health plan ID card in this wallet card holder.

Your health plan ID card lists your medical group and doctor. Always bring it with you when you need medical care or services.

Urgent Care Finder

Senior Concierge Line
(818) 357-5000, Option 1, then Option 6
Mon-Fri: 8:00 a.m. - 5:00 p.m. TDD/TTY users dial 711

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Spend a few moments with this quick guide to begin your health journey with us.

Getting started

Schedule your first appointment

- Call your primary care physician (PCP) to schedule your first visit, if you haven't already.
- Need help finding or changing your PCP? Call our Senior Concierge Line at **(818) 357- 5000, Option 1, then Option 6,** Mon-Fri: 8:00 a.m.-5:00 p.m. TDD/TTY users dial 711.

Keep our Senior Concierge Line handy

- Save **(818) 357- 5000** in your phone for quick assistance. Our Senior Concierge is available Mon-Fri: 8:00 a.m.-5:00 p.m. We're here to help.

Discover our FREE programs and services

- Visit **RegalMed.com** to explore everything we offer, like chronic condition management, nutritional counseling, health education, fitness classes, and more — all for free!

When to choose urgent care vs. the emergency room

At some point, we've all faced a non-life-threatening emergency and wondered if a trip to the emergency room was really necessary. For these situations, an urgent care center may be your best option.

Benefits of urgent care centers

Extended hours, including weekends

Often lower out-of-pocket costs

Shorter wait times compared to the ER

Urgent care

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

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

Emergency room

Life-threatening illnesses or injuries, such as:

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

3 easy ways to find urgent care nearby

To find your closest in-network urgent care center for quick or after-hours care:

1. Call our Senior Concierge Line at **(818) 357-5000**, Option 1, then Option 6, Mon-Fri: 8:00 a.m.-5:00 p.m.
2. Visit our online Urgent Care Finder at **RegalMed.com/urgent-care-finder**
3. Scan the QR code

Who we are

Regal Medical Group, Inc. is more than just your medical group — we're your health partner.
We're a network of primary care doctors, specialists, hospitals, urgent care centers, and support services, working together with your health plan to seamlessly provide the care you need.

Meet the team behind your care

Get to know our team and how they can support your health journey.

Watch here →
Scan or visit
bit.ly/RegalTeam

Your partner in health

Expert care coordination
We handle all the details, ensuring your care experience is smooth and stress-free.

Chronic condition management
If you have a chronic condition, we provide a dedicated care team to support your unique health needs.

Care in your neighborhood
Access thousands of doctors, specialists, hospitals, and urgent care centers through one of the largest networks in Southern California.

Health and wellness programs
Benefit from free health education classes, nutritional counseling, fitness programs, community events, and chronic condition support.

More than 30 years of community care
We've been providing trusted, high-quality care to our community for decades.

Our Health Education Team is here to help you meet your health goals.

Schedule a one-on-one appointment with a health educator or registered dietitian by emailing **MemberHealthEd@regalmed.com**.

Scan to learn more
or visit bit.ly/HealthEdTeam

Coordinated care – you at the center

At Regal Medical Group, Inc., you're at the center of all we do. Imagine yourself in the middle of a wheel, surrounded by the different services and dedicated professionals that ensure your health journey is smooth and supported.

COORDINATED CARE

Real members, real stories

Hear the powerful stories of members like you who have experienced the Regal Medical Group, Inc. difference — from overcoming health challenges to managing lifestyle changes with our support. **Watch here** →
Scan the QR code or visit bit.ly/RegalStories

Prior authorizations made easy

After you visit your doctor or specialist, any referrals for care are sent to Regal Medical Group, Inc., not your health plan.

Some services require prior authorization, including:

- Specialist visits
- Imaging tests
- Surgeries
- Certain medications

If approved, the approval letter will include:

- The name of the provider
- Their phone number so you can make an appointment

Regal Medical Group, Inc. handles the paperwork, so you and your doctor can focus on your health. If authorization is needed:

- You will receive a letter in the mail.
- Typically, 97% of requests are approved within 3 to 10 business days after submission.

Questions about authorization status or need help?

Our Senior Concierge Line is ready to assist you.
Call (**818**) **357- 5000, Option 1, then Option 6**,
Mon-Fri: 8:00 a.m.-5:00 p.m. TDD/TTY users dial 711.

Labs and imaging

Your doctor or specialist may request lab work, X-rays, or other tests. An authorization may be needed. Once approved, here's how you can schedule:

Lab appointments

- Most laboratory tests are conducted through our partner, **Quest Diagnostics®**, with numerous locations throughout California.

Create a secure MyQuest account for easy scheduling, appointment management, and viewing your test results in detail at **questdiagnostics.com.**

Imaging, X-ray, and radiology appointments

- **RadNet:** Our largest radiology vendor with over 150 locations across California. Visit **radnet.com** to find an imaging center near you and schedule your appointment.
- **Centrelake:** Another option for radiology services. Sign up through their Patient Portal to manage appointments and view all your medical imaging records. Visit **centrelakeimaging.com** to locate a center and schedule an appointment.

We partner with trusted lab and imaging providers to ensure quick and convenient access to the services you need.
Whether it's a blood test or imaging, we're here to help coordinate the process for you with results sent directly to your doctor.

When to call your health plan vs. medical group

Your health plan and medical group are separate organizations that work together to provide your care. Each one handles different parts to make sure you get the health services you need.

Health plan
Manages your insurance benefits.

Medical group
Your network of doctors, specialists, and other healthcare providers.

Situation	Call your health plan	Call Regal Medical Group, Inc.
Questions about insurance benefits	✓	
Finding a doctor or specialist		✓
Scheduling appointments		✓
Billing questions regarding claims		✓
Prior authorizations		✓
Health programs and resources		✓
Assistance with changing your primary care physician		✓
Not sure who to call?	✓ We'll help direct you	

Call our Senior Concierge Line at (818) 357- 5000, Option 1, then Option 6, Mon-Fri: 8:00 a.m.-5:00 p.m. TDD/TTY users dial 711.

Want to learn more about the differences between your medical group and health plan?
Visit bit.ly/YourMed or scan to **watch this video** →

Stay connected to your health

Take charge of your health and earn up to $250 in gift card rewards with My Wellness Passport

Exclusively for newly joined senior members! **Look out for your My Wellness Passport in the mail soon** and earn gift card rewards for activities like getting your COVID-19 booster, flu vaccine, or signing up for our newsletter. It's that simple!

Attend a New Member Orientation

Learn all the details on how we support your health and getting the most out of your care. Sign up at **HealthyWayEvents.com**.

Sign up for our member newsletter

Don't be a stranger. Sign up to receive monthly health-related updates and news at **RegalMed.com/Intouch**.

Need assistance?

Call our Senior Concierge Line at **(818) 357- 5000, Option 1, then Option 6**, Mon-Fri: 8:00 a.m.-5:00 p.m. TDD/TTY users dial 711.

Visit **HealthyWayEvents.com** to find our entire calendar of in-person and online classes, events, and on-demand videos.

Need anything else?

Call our Senior Concierge Line at
(818) 357- 5000, Option 1, then Option 6

Mon-Fri: 8:00 a.m.-5:00 p.m. TDD/TTY users dial 711.

Get the important information you need as a new member anytime, anywhere at
RegalMed.com/NewMember

Everything we do is about making your healthcare experience better. If you're happy with your experience, let others know! If you're not satisfied, give us a chance to make it right.

We're with you every step of the way on your journey to better health!

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