

Blackhawk Medical Group

4165 Blackhawk Plaza Circle #100

Danville, CA 94506

Dear Patient:

Welcome to our practice!

Please take a moment to review the following information and fill out the forms we have enclosed. We respect your time and would like to make your visit to our office as efficient as possible. This information will assist us in your care.

We request you complete the enclosed information completely. Please bring these forms along with your insurance card (complete with ID number, group number and address of where to send your claims). Be prepared to pay your co-pay and any deductibles at the time of your visit. For your convenience we accept cash, check, ATM and all major credit cards. Also, if you are enrolled in an HMO insurance program please be aware that we only accept the John Muir/Mount Diablo Health Network and one of our provider's names must appear on your card. We cannot see you under the coverage of any other HMO group, though we will be happy to see you as a private patient. Thus, it behooves you to bring all the requested information, as we do not wish to inconvenience you by having to reschedule your appointment.

Please arrive fifteen minutes early to your appointment so that we can prepare a chart with this information for the provider. If you are unable to keep your appointment, please notify us as soon as possible so another patient might use your time. If you have any questions regarding the above information, or if we can be of further assistance, please do not hesitate to contact us.

Sincerely,

Blackhawk Medical Group

KNOW YOUR INSURANCE

There are hundreds of different insurance plans and they are sometimes complex and difficult to understand. Our office accepts over 500 insurance plans. It is your responsibility and it is to your advantage to understand your insurance.

Who is my PCP?

Your “PCP” is your Primary Care Physician. All HMO and POS plans (indicated on your insurance card) require you to select a PCP. Some PPO and EPO plans also require PCP’s and use of doctors within your network.

Which Providers can I see on my insurance plan?

If you have an HMO or POS plan, you must use providers who belong to the “Medical Group” to which you are assigned. This group name is usually found on the front of your insurance card near your PCP’s name. An “IPA” is another group that your insurance assigns to you in place of a “Medical Group”. The function is the same. Each HMO or POS insurance plan assigns patients to a Medical Group or IPA. All of your providers, including specialists, must be contracted with this Medical Group. Your PCP will advise you on which specialists you are eligible to visit.

Please inform our receptionists whenever there is any change to your insurance. This is important to you financially. If we provide you with service and we are not an authorized provider then you are personally responsible for payment for services rendered.

Ask Yourself:

Do I need to call my PCP or insurance Company with any questions?

Have I recently gotten a new insurance card?

Is my medical group the same?

Please take a moment and learn about your insurance coverage. We are concerned about continuing to provide you with the best medical care possible.