
Addendum



Provider and Pharmacy Directory

**Anthem Blue Cross Cal MediConnect Plan
(Medicare-Medicaid Plan)**

Have questions?

Call us toll free at 1-855-817-5785 (TTY 711),
Monday through Friday from 8 a.m. to 8 p.m. Pacific time
or visit duals.anthem.com.

Anthem[®] 
BlueCross[®]
duals.anthem.com

Anthem Blue Cross Cal Mediconnect Plan (Medicare-Medicaid Plan) 2019 Provider and Pharmacy Directory

Introduction

This Provider and Pharmacy Directory includes information about the provider and pharmacy types in Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the Member Handbook.

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2019 Provider and Pharmacy Directory**

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A. Disclaimers

- ❖ Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits and/or copays may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Anthem Blue Cross Cal MediConnect Plan’s network providers for Santa Clara County.
- ❖ ATTENTION: If you speak insert threshold language, language assistance services, free of charge, are available to you. Call 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.
- ❖ You can make a standing request to get this and future information for free in other languages and formats. Call 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.
- ❖ The list is up-to-date as of **12/01/2018**, but you need to know that:
 - Some Anthem Blue Cross Cal MediConnect Plan network providers may have been added or removed from our network after this Directory was published.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
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- Some Anthem Blue Cross Cal MediConnect Plan providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-855-817-5785 (TTY 711) and we will help you.
- To get the most up-to-date information about Anthem Blue Cross Cal MediConnect Plan's network providers in your area, visit duals.anthem.com or call Member Services at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.

Doctors and other health care professionals in Anthem Blue Cross Cal MediConnect Plan's network are listed on pages **1-14**. Pharmacies in our network are listed on pages **17-25**. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

B. Providers

B1. Key terms

This section explains key terms you'll see in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called network providers.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay for covered services.
- A **Primary Care Provider (PCP)** is an Anthem Blue Cross Cal MediConnect Plan family practitioner, general practitioner, internist or OB/GYN who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need to see a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:



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- Oncologists care for patients with cancer.
- Cardiologists care for patients with heart conditions.
- Orthopedists care for patients with certain bone, joint, or muscle conditions.
- A medical group is a group of PCPs, specialists and other health care providers who work together. If you need a specialist, your PCP must send you to these providers.
- You may need a **referral** to see a specialist or someone that is not your PCP. A **referral** means that your PCP must give you approval before you can see someone that is not your PCP. If you don't get a referral, Anthem Blue Cross Cal MediConnect Plan may not cover the service.
 - Referrals from your PCP are not needed for:
 - Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or
 - Services from a women's health specialist.
 - Crisis stabilization, including mental health;
 - Preventive health services for all ages, including immunizations;
 - Basic prenatal care; or
 - Communicable disease services, including sexually transmitted infection and HIV testing.
 - Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
 - More information on referrals is available in Chapter 3 of the *Member Handbook*.
- You also have access to a care coordinator and a care team that you help choose.
 - A **Care Coordinator** helps you manage your medical providers and services.
 - Your **Care Team** includes you, your doctors, your care coordinator and anyone else who plays an important role in your care. Everyone on the care



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team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once, and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

- With Anthem Blue Cross Cal MediConnect Plan, you have a team of people to help you get the care you need. This team, called your Interdisciplinary Care Team (ICT), is made of all your caregivers: your doctors and nurses, long-term care providers, pharmacists, behavior health specialists and social workers. Your ICT helps make sure your medical, behavioral health, long-term care and supports and social needs are met as a part of your individual care plan (ICP). Your ICP is a plan for what services you will get and how you will get them. You'll choose your providers from the list in this directory.
- In addition, Anthem Blue Cross Cal MediConnect Plan supports your health care needs by providing access to health assessments, disease management programs and follow-up visits after you leave the hospital through our neighborhood CareMore Care Centers.

B2. Choosing a Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider. You may be able to have a specialist act as your PCP. A specialist is a doctor who provides health care services for a specific disease or part of the body. You may choose a specialist as your PCP if that doctor is listed as a PCP in this provider directory.

Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with his or her medical group.

- If there is a particular specialist or hospital that you want to use, it is important to see whether they are affiliated with your PCP's medical group. You can look in this directory, or ask Anthem Blue Cross Cal MediConnect Plan Member Services to check to see if the PCP you want makes referrals to that specialist or uses that hospital.
- If you don't stay within your PCP's medical group, Anthem Blue Cross Cal MediConnect Plan may not cover the service.

To choose a PCP, go to the list of providers on page **1** and choose a provider:

- that you use now, **or**



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- who has been recommended by someone you trust, **or**
 - whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at 1-855-817-5785, Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free. TTY/TDD: 711. Or, visit duals.anthem.com.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

B3. Long-term services and supports (LTSS)

As a Anthem Blue Cross Cal MediConnect Plan member, you may be able to get long-term services and supports (LTSS), such as help shopping for meals, grooming, brushing your teeth, domestic house cleaning, laundry, meal delivery, escorts to health care appointments, and physical, social and mental health therapy. LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

These services include Community-Based Adult Services (CBAS).

CBAS is a community-based day health program that provides services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

To apply for CBAS, please contact Anthem Blue Cross Cal MediConnect Plan Member Services at 1-855-817-5785 (TTY 711) Monday through Friday from 8 a.m. to 8 p.m. Pacific time.

Other long-term services and supports provided by Anthem Blue Cross Cal MediConnect Plan include personal care services, home-delivered meals, protective supervision and respite care. To find providers of these service, go to page **7** in this Directory.

A full list of these services is available in Chapter 4 of your *Member Handbook*.

Your care coordinator can tell you more about available services, the eligibility requirements and how to apply for these programs.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
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B4. How to identify providers in Anthem Blue Cross Cal MediConnect Plan's network

You must get all of your covered services from providers within our network that are affiliated with your PCP's medical group. If you go to providers who are not in Anthem Blue Cross Cal MediConnect Plan's *network* and are not affiliated with your PCP's medical group (without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from Anthem Blue Cross Cal MediConnect Plan before you can get a specific service or drug or see an out-of-network provider. Anthem Blue Cross Cal MediConnect Plan may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan or your PCP's medical group if Anthem Blue Cross Cal MediConnect Plan gives you permission first.

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals on page IV.

- You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.
- Remember, our plan's PCPs are affiliated with medical groups. If you change your PCP, you may also be changing medical groups. When you ask for the change, be sure to tell Member Services whether you are seeing a specialist or getting other covered services that require PCP approval. Member Services will help make sure that you can continue your specialty care and other services when you change your PCP.
- Anthem Blue Cross Cal MediConnect Plan works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need to see a provider and are not sure if they offer the accommodations you need, Anthem Blue Cross Cal MediConnect Plan can help you. Talk to your care coordinator] for assistance or call Member Services at 1-855-817-5785 (TTY 711).



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
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B5. How to find Anthem Blue Cross Cal MediConnect Plan providers in your area

This directory is organized by the types of providers, where they're located, and their medical group. To find network providers close to your home:

- First, look up the city or town to find out what providers are in your medical group.
- Then, look up your medical group name.

You can also contact Member Services for help. Call us at 1-855-817-5785 (TTY 711) Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.

B6. List of network providers

This Directory of Anthem Blue Cross Cal MediConnect Plan's network providers contains:

- **Health care professionals** including primary care physicians, specialists, behavioral health, acupuncture, chiropractic and vision providers;
- **Facilities** including hospitals, nursing facilities, skilled nursing facilities, mental health facilities, and urgent care; and
- **Support providers** including adult day services, assisted living, consumer-directed services, home-delivered meals, home health agencies, and CareMore Care Centers.
- **In-person interpreters** — Anthem Blue Cross Cal MediConnect Plan provides In-person interpreter services, including American Sign Language (ASL), for scheduled health care visits. Please make sure to request this service at the time you make an appointment with your provider. Your provider must call Member Service at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time at least 48 hours in advance. These services are available at no cost to you.
- **Over-the-phone interpreter service** — Anthem Blue Cross Cal MediConnect Plan provides access to over-the phone interpreter service 24 hours a day, seven days a week. To access these services you or your provider can call Member Services at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time at least 48 hours in advance. These services are available at no cost to you.
- **Cultural competency** — Anthem Blue Cross Cal MediConnect Plan contracted providers are provided on-going cultural competency training through the plan and as required by the state of California.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free. For more information, visit duals.anthem.com.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

Cultural competence training is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

Primary Care Providers.....	2
• Family Medicine.....	0
• General Practice.....	0
• Internal Medicine.....	2
Specialists.....	3
Hospitals.....	0
Skilled Nursing Facilities.....	0
Nursing Facilities.....	0
Behavioral Health Providers.....	0
Long-Term Services and Supports.....	0
Ancillary Providers.....	0
Acupuncture Providers.....	0
Chiropractic Providers.....	0
Vision Providers.....	0
Pharmacies.....	0
Network Retail & Chain Pharmacies.....	0
Long-Term Care Pharmacies.....	0
Home Infusion Pharmacies.....	0
Network Pharmacies Outside of Santa Clara County.....	0
Clinic Pharmacies.....	0
Compounding Pharmacies.....	0
Home Healthcare Pharmacies.....	0
Inpatient Hospital Pharmacies.....	0
Physician-Based Pharmacies.....	0
Specialty Pharmacies.....	0
Indian Health Service Pharmacies.....	0



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For more information, visit duals.anthem.com.

C. Anthem Blue Cross Cal MediConnect Plan's network providers

The providers in this directory are organized alphabetically by medical group. You may get services from any of the providers on this list that are affiliated with your PCP's medical group. For some services, you may need a referral from your PCP.



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C1. Primary Care Physicians Santa Clara County

INTERNAL MEDICINE

INTERNAL MEDICINE

MOUNTAIN VIEW

Siddiqui, Yusha I. MD
PHYSICIANS MEDICAL
GROUP OF SAN JOSE
 2600 Grant Rd Ste F
 Mountain View, CA 94040
 Phone Number:
 (650) 962-4360
 Licensing Information:
 1265662340/ 121915
 Credentials & Board
 Certifications:
 Office Hours:
 M-F: 8:30am-5pm
 ADA Accessible:
 Parking, Restroom (♿)
 Accepting New Patients: Yes
 Language(s) Spoken by
 Provider: Hindi, Urdu, Russian
 Cultural Competency Training:
 Yes
 Public Transportation
 Available: Yes
Special Skills:

Siddiqui, Yusha I. MD
PHYSICIANS MEDICAL
GROUP OF SAN JOSE
 2600 Grant Rd Ste E
 Mountain View, CA 94040
 Phone Number:
 (650) 962-4360
 Licensing Information:
 1265662340/ 121915
 Credentials & Board
 Certifications:
 Office Hours:
 M-F: 8:30am-5pm
 ADA Accessible:
 Parking, Restroom (♿)
 Accepting New Patients: Yes
 Language(s) Spoken by
 Provider: Hindi, Urdu, Russian
 Cultural Competency Training:
 Yes
 Public Transportation
 Available: Yes
Special Skills:

ADA Accessible = Americans With Disabilities Act

♿ = Accessible to people with disabilities

Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®

**Offers ongoing training to contracted Providers

C1. Specialists Santa Clara County

OBSTETRICS / GYNECOLOGY

OBSTETRICS / GYNECOLOGY

LOS GATOS

PHYSICIANS MEDICAL GROUP OF SAN JOSE

Damore, Anthony J. MD
360 Dardanelli Ln Ste 2b
Los Gatos, CA 95032
Phone Number:
(408) 866-4200
Licensing Information:
1932131307/ 12987
Credentials & Board
Certifications:
Office Hours:
M-F: 9am-5pm
ADA Accessible: Basic
Access, Parking, Restroom (♿)
Accepting New Patients: Yes
Language(s) Spoken by
Provider:
Cultural Competency Training:
Yes**
Public Transportation
Available:
Special Skills:

PAIN MEDICINE

CAMPBELL

PHYSICIANS MEDICAL GROUP OF SAN JOSE

Murakami, Mikiko DO
3425 S Bascom Ave Ste 200
Campbell, CA 95008
Phone Number:
(408) 356-5292
Licensing Information:
1659632339/ 2013832
Credentials & Board
Certifications:
Office Hours:
M-F: 8am-5pm
ADA Accessible:
Parking, Restroom (♿)
Accepting New Patients: Yes
Language(s) Spoken by
Provider: Japanese
Cultural Competency Training:
Yes
Public Transportation
Available: Yes
Special Skills:

PODIATRY

MOUNTAIN VIEW

PHYSICIANS MEDICAL GROUP OF SAN JOSE

Mostaghimi, Bita DPM 2
500 Hospital Dr Bldg 11 Ste E
Mountain View, CA 94040
Phone Number:
(650) 584-3034
Licensing Information:
1497760938/ 4199 Credentials
& Board Certifications:
Office Hours:
Tu: 9am-5pm
Th: 9am-1pm
ADA Accessible:
Parking, Restroom (♿)
Accepting New Patients: Yes
Language(s) Spoken by
Provider: Farsi, German,
Spanish, Persian
Cultural Competency Training:
Yes
Public Transportation Available:
Yes
Special Skills:



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C2. Hospitals Santa Clara County

HOSPITALS

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act
♿ = Accessible to people with disabilities
Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®
**Offers ongoing training to contracted Providers

C2. Skilled Nursing Facilities Santa Clara County

SKILLED NURSING FACILITIES

No new providers in network at this time.



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C2. Nursing Facilities Santa Clara County

NURSING FACILITIES

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act

♿ = Accessible to people with disabilities

Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®

**Offers ongoing training to contracted Providers

C3. Behavioral Health Providers Santa Clara County

BEHAVIORAL HEALTH PROVIDERS

No new providers in network at this time.



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C4. Long-Term Services and Supports Santa Clara County

LONG-TERM SERVICES AND SUPPORTS

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act
♿ = Accessible to people with disabilities
Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®
**Offers ongoing training to contracted Providers

C5. Ancillary Providers Santa Clara County

ANCILLARY PROVIDERS

No new providers in network at this time.



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C6. Acupuncture Providers Santa Clara County

ACUPUNCTURE PROVIDERS

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act
♿ = Accessible to people with disabilities
Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®
**Offers ongoing training to contracted Providers

C7. Chiropractic Providers Santa Clara County

CHIROPRACTIC PROVIDERS

No new providers in network at this time.



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C8. Vision Providers Santa Clara County

VISION PROVIDERS

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act

♿ = Accessible to people with disabilities

Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®

**Offers ongoing training to contracted Providers

For health care related transportation services, contact:

Transportation for Health Care Visits:

- To schedule a health care visit ride: Call **1-888-325-1024** (TTY 711),
Monday - Friday from 8 a.m. to 8 p.m.
- Reservations should be made one business day in advance
- Tell them if you use a cane, walker or are in a wheelchair.
- Tell them if you have needs that require special types of transportation.
- Tell them if you have a caregiver or a family member who will be traveling with you.

If you need emergency transportation, you should call 911.



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For more information, visit duals.anthem.com.

C10. CareMore Care Centers

CareMore Care Centers¹ are here to help you get the health care you need. We help members work with their doctor and specialist. At these Centers, you get the personal care you need to feel your very best. Some programs offered at your local CareMore Care Center are ²:

- **Comprehensive Health Assessment** – Members get a complete health exam by a specially trained nurse. The nurse will discuss treatment choices and follow-up care to help you manage your health.
- **Diabetes Management Program** – This program can help you learn how to control your blood sugar levels. As part of the program you will have access to a toll-free helpline, exercise and healthy eating classes. All members with diabetes are welcome to join.
- **Hypertension Program** – This program helps members learn about high blood pressure and how to monitor their blood pressure. Members will get frequent wellness check-ups.
- **Foot Care** – Members get regular foot check-ups and toenail trimmings.
- **Anticoagulation Therapy Program** – This program is for members who take blood thinner medication. As part of the program members learn about medicine side effects and how to take your medicine the right way.
- **Congestive Heart Failure (CHF) Program** – We help you learn how to stop CHF from getting worse. We work with you to help you be as healthy as you can be. All members with CHF are welcome to join.
- **Chronic Obstructive Pulmonary Disease (COPD) Program** – As part of the program, you will get tools that can help you live healthier with COPD. This can help prevent frequent visits to the hospital due to problems with COPD. All members with COPD are welcome to join.
- **Ideal Life Program** – As part of this program, you may get electronic tools that you can use at home to monitor your condition. These monitoring tools will send information to your nurse. The nurse will review the information she gets to make sure you are doing ok. This program is for members with diabetes, CHF and/or high blood pressure. You must qualify to get these monitoring tools.
- **Strength and Fitness Training** – Some Care Centers have strength training programs and nutrition advice for adults. We work with you and watch how well you are doing.

1 \$0 co-pay – for covered services offered at the CareMore Care Center.

2 *Not all programs are available at each center.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free. For more information, visit duals.anthem.com.

CareMore Providers Santa Clara County

CAREMORE PROVIDERS

No new providers in network at this time.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

D. List of network pharmacies

This part of the Directory provides a list of pharmacies in Anthem Blue Cross Cal MediConnect Plan's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside Santa Clara County in which you live. You may also fill your prescriptions at these pharmacies. Please contact Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time, for additional information.

- Anthem Blue Cross Cal MediConnect Plan members must use network pharmacies to get prescription drugs.
 - You must use network pharmacies except in emergency or urgent care situations.
 - If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Anthem Blue Cross Cal MediConnect Plan *Member Handbook* for more information.
- Some network pharmacies may not be listed in this Directory.
 - Some network pharmacies may have been added or removed from our plan after this Directory was published.

For up-to-date information about Anthem Blue Cross Cal MediConnect Plan network pharmacies in your area, please visit our web site at duals.anthem.com or call Member Services at 1-855-817-5785, Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free. TTY/TDD: 711.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Anthem Blue Cross Cal MediConnect Plan's *List of Covered Drugs*. The List of Covered Drugs is also available on our website at duals.anthem.com. For questions about specific drugs, call Member Services at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time.

D1. How to identify pharmacies in Anthem Blue Cross Cal MediConnect Plan network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies
- Specialty Pharmacies

You are not required to continue going to the same pharmacy to fill your prescriptions.

D2. Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 93-day supply of your prescription drugs sent directly to your home. A 93-day supply has the same copay as a one-month supply.
- **93-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 93-day supply of covered prescription drugs. A 93-day supply has the same copay as a one-month supply.

E. Anthem Blue Cross Cal MediConnect Plan's network pharmacies

You can go to any of the pharmacies in our network.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E1. Retail and Chain Pharmacies Santa Clara County

RETAIL AND CHAIN PHARMACIES

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act

♿ = Accessible to people with disabilities

Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®

**Offers ongoing training to contracted Providers

E2. Mail Order Pharmacy(ies)

You can get prescription drugs shipped to your home through our network mail order delivery program which is called Express Scripts. The mail service must obtain your permission before shipping or delivering any prescriptions that you do not personally request.

You also have the choice to sign up for automated mail order delivery through our Express Scripts program. Typically, you should expect to get your prescription drugs within 7-10 calendar days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at 1-855-817-5785 Monday through Friday from 8 a.m. to 8 p.m. Pacific time. TTY/TDD: 711. To learn more about mail order pharmacies, see Chapter 5 of the Member Handbook.

Express Scripts Mail Order
One Express Way
St. Louis, MO 63121
1-866-830-3883
TTY 711
express-scripts.com
Open 24 hours
Extended day supply



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E3. Home Infusion Pharmacies Santa Clara County

HOME INFUSION PHARMACIES

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act
♿ = Accessible to people with disabilities
Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®
**Offers ongoing training to contracted Providers

E4. Long-Term Care Pharmacies Santa Clara County

LONG-TERM CARE PHARMACIES

No new providers in network at this time.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E5. Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Anthem Blue Cross Cal MediConnect Plan's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to go to these pharmacies under limited circumstances (e.g., emergencies).

Please contact Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday from 8 a.m. to 8 p.m. Pacific time, for additional information.



If you have questions, please call Anthem Blue Cross Cal MediConnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E6. Network Pharmacies Outside of Santa Clara County

NETWORK PHARMACIES OUTSIDE OF SANTA CLARA COUNTY

No new providers in network at this time.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E7. Clinic Pharmacies Santa Clara County

CLINIC PHARMACIES

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act

♿ = Accessible to people with disabilities

Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®

**Offers ongoing training to contracted Providers

E8. Inpatient Hospitals Pharmacies Santa Clara County

INPATIENT HOSPITAL PHARMACIES

No new providers in network at this time.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

E9. Physician-Based Pharmacies Santa Clara County

PHYSICIAN-BASED PHARMACIES

No new providers in network at this time.

ADA Accessible = Americans With Disabilities Act
♿ = Accessible to people with disabilities
Public transportation access within 1/2 mile. Source: Public Transit Data from Walk Score®
**Offers ongoing training to contracted Providers

F. Dental Providers

DENTAL SERVICES

Certain dental services will be provided by the state's Denti-Cal program. These services are not provided through our plan. For more information, call Denti-Cal at 1-800-322-6384. TTY users should call 1-800-735-2922.



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

G1. Index of Providers by City

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Index of Providers by City



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

G2. Index of Providers by Medical Group

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Index of Providers by Medical Group



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.

For more information, visit duals.anthem.com.

G3. Index of Pharmacies

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Index of Pharmacies



If you have questions, please call Anthem Blue Cross Cal Mediconnect Plan at 1-855-817-5785 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m. Pacific time. The call is free.
For more information, visit duals.anthem.com.

Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. Anthem Blue Cross Cal MediConnect Plan provides free aids and services to people with disabilities to communicate effectively with us and provides free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. These services can be obtained by calling the customer service number on the back of your member ID card. If you believe that Anthem Blue Cross Cal MediConnect Plan 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 with the Compliance Coordinator:

Medicare Complaints, Appeals & Grievances:

Mailstop: OH0205-A537

4361 Irwin Simpson Road

Mason, OH 45040

1-855-817-5785 (TTY 711)

Fax: 1-888-458-1406

If you need help filing a grievance, the Compliance Coordinator 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 Ave. 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>.

We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-855-817-5785 (TTY 711) Monday through Friday from 8 a.m. to 8 p.m. Someone who speaks English can help you. This is a free service.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-817-5785 (TTY: 711), Monday through Friday from 8:00 a.m. to 8:00 p.m. The call is free.

ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia de idiomas. Llame al 1-855-817-5785 (TTY: 711), de lunes a viernes, de 8:00 a. m. a 8:00 p. m. La llamada es gratuita. Spanish

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 1-855-817-5785 (TTY:711), 週一至週五上午 8：00-晚上 8：00。通話免費。	Chinese
CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ, miễn phí, cho quý vị. Xin gọi số 1-855-817-5785 (TTY: 711), Thứ Hai đến Thứ Sáu từ 8:00 sáng đến 8:00 tối. Cuộc gọi được miễn tính cước phí.	Vietnamese
PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo nang walang bayad ang mga serbisyo ng tulong sa wika. Tumawag sa 1-855-817-5785 (TTY: 711), Lunes hanggang Biyernes, 8:00 a.m. hanggang 8:00 p.m. Libre ang tawag.	Tagalog
안내: 한국어를 사용할 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 월요일부터 금요일까지 오전 8 시에서 오후 8 시 사이에 1-855-817-5785 (TTY: 711)번으로 전화하십시오. 통화료는 무료입니다.	Korean
ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե դուք խոսում եք Հայերենի լեզվով, լեզվական օգնության ծառայությունները, անվճար, մատչելի են ձեզ համար: Զանգահարեք 1-855-817-5785 (TTY: 711) Երկուշաբթիից ուրբեռախոսահամարովաթ օրերին ժամը 8:00-ից 20:00-ն: Այս զանգն անվճար է:	Armenian
توجه: اگر به زبان فارسی صحبت می کنید، خدمات کمک در زمینه زبان، به صورت رایگان، برای شما در دسترس می باشد. دوشنبه تا جمعه، از 8:00 صبح تا 8:00 شب با شماره 1-855-817-5785 (TTY: 711) تماس بگیرید. این تماس رایگان می باشد.	Persian (Farsi)
ВНИМАНИЕ: если вы говорите по-русски, вам могут предоставить бесплатные услуги перевода. Звоните по тел. 1-855-817-5785 (TTY: 711) с понедельника по пятницу с 8:00 до 20:00. Звонок бесплатный.	Russian
注意: 日本語話者の方は無料の言語支援サービスをご利用いただけます。1-855-817-5785 (TTY: 711)、月曜から金曜の午前 8 時～午後 8 時にお電話ください。この通話は無料です。	Japanese
تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم 1-855-817-5785 (الهاتف النصي: 711)، من الاثنين حتى الجمعة من الساعة 8:00 صباحاً حتى 8:00 مساءً. وتكون المكالمة مجانية.	Arabic

ਪਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤੁਹਾਡੇ ਲਈ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। 1-855-817-5785 (TTY: 711) 'ਤੇ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ, ਸਵੇਰੇ 8:00 ਵਜੇ ਤੋਂ ਸ਼ਾਮ 8:00 ਵਜੇ ਤੱਕ ਕਾਲ ਕਰੋ।

Punjabi

សូមជ្រាប: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ សេវាកម្មជំនួយភាសា មានផ្តល់ជូនលោកអ្នកដោយឥតគិតថ្លៃ។ សូមទូរសព្ទមកលេខ 1-855-817-5785 (TTY: 711) ពីថ្ងៃច័ន្ទ ដល់ថ្ងៃសុក្រ ពីម៉ោង 8:00 ព្រឹក ដល់ម៉ោង 8:00 ល្ងាច។ ទូរសព្ទមកលេខនេះ គឺឥតគិតថ្លៃ។

Cambodian

LUS CEEV: Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-855-817-5785 (TTY: 711), hnuv Monday txog Friday thaum 8:00 teev sawv ntxov txog 8:00 teev tsaus ntuj. Tus xov tooj no hu dawb xwb.

Hmong

ध्यान दें: यदि आप हिन्दी बोलते हैं, आपके लिए भाषा सहायता सेवाएं नगि शुल्क उपलब्ध हैं। 1-855-817-5785 (TTY: 711) पर सोमवार से शुक्रवार, सुबह 8:00 बजे से शाम 8:00 बजे तक कॉल करें। यह कॉल नगि शुल्क है।

Hindi

ระวัง: หากคุณพูดภาษาไทย เรามีบริการช่วยเหลือด้านภาษาโดยไม่คิดค่าใช้จ่ายใด ๆ โดยติดต่อไปที่ 1-855-817-5785 (TTY: 711) วันจันทร์ถึงวันศุกร์เวลา 8:00 – 20:00 น. ไม่มีค่าใช้จ่ายใด ๆ ทั้งสิ้น

Thai

ສິ່ງທີ່ຄວນເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາລາວ, ທາງເຮົາມີການບໍລິການຊ່ວຍເຫຼືອທາງພາສາ ໂດຍບໍ່ເສຍຄ່າໃຫ້ແກ່ທ່ານ. ໂທຫາໝາຍເລກ 1-855-817-5785 (TTY: 711), ວັນຈັນຫາວັນສຸກ ຕັ້ງແຕ່ 8:00 ໂມງເຊົ້າຫາ 8:00 ໂມງແລງ. ການໂທແມ່ນໂທຟຣີ.

Laotian

Have questions?

Call us toll free at 1-855-817-5785 (TTY 711),
Monday through Friday from 8 a.m. to 8 p.m. Pacific time
or visit duals.anthem.com.



Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.