



Medicare Patient Guide

for Success

ranchofamilymed.com

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Our Mission

Building lasting connections,
creating healthy communities

Our Vision

Elevating Primary Care

Office Locations

Temecula

Redhawk

31720 Temecula Pkwy. Ste. 100
Temecula, CA 92592

951.414.8240

Makena

31150 Temecula Pkwy. Ste. 200
Temecula, CA 92592

951.225.6827

Single Oak

28780 Single Oak Dr.
Ste. 160 & Ste. 270
Temecula, CA 92590

951.252.8650

Hemet

3853 W. Stetson Ave. Ste. 200
Hemet, CA 92545

951.225.6802

Menifee

30420 Haun Rd.
Menifee, CA 92584

951.723.3800

Fallbrook

521 E. Elder St. #105
Fallbrook, CA 92028

760.728.8344

Murrieta

Cal Oaks

41011 California Oaks Rd #103
Murrieta, CA 92562

951.225.6287

Hot Springs

38860 Sky Canyon Dr. Bldg. A
Murrieta, CA 92563

951.225.6276

Wildomar

23823 Clinton Keith Rd. Ste. 102
Wildomar, CA 92595

951.676.4193

Sun City

27190 Sun City Blvd.
Sun City, CA 92586

951.723.3804



iCare Urgent Care

27722 Clinton Keith Rd.
Murrieta, CA 92562

951.878.9820

Patient Relations Specialists

Our senior concierge team assists incoming senior patients (65+) and remains accessible throughout your care.

- Helping with Insurance questions
- General FAQ
- Specialist questions
- Helping problem-solve

Call our team directly!
951.225.6808



What is Medicare?

Medicare is national federal health insurance. It is predominantly for those who are 65+, however, other factors can allow you to qualify. Medicare can be confusing, but we're here to help!

Broker Relationships

Medicare Experts

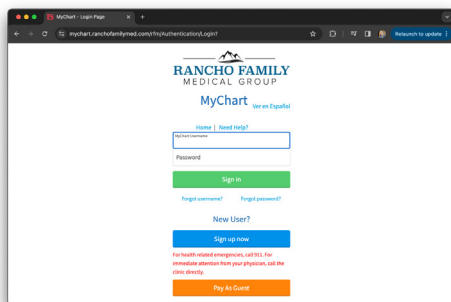
We have trusted local experts to guide you in choosing the right plan for your individual needs. A Broker can offer you a personalized review of the plans that you are interested in and even help you to enroll, all at no cost to you.

We work with great brokers and we will get them in touch. Call our Patient Relations team for help at 951.225.6808.

MyChart Patient Portal

Makes managing your health easier and more convenient

- Manage you and your family's care from anywhere.
- Medication refill request.
- Message your provider through MyChart for non-emergent requests.
- Pay your bill online.
- Review summaries and results.



***Have questions
or need help?***

**Call for help today!
951.225.6807**

How to create an account.

1. Visit MyChart portal

Click “MyChart” on our website menu or go to: www.mychart.ranchofamilymed.com/rfm

2. Sign up

Click the blue “Sign Up Now” button.

3. Complete information

Enter your information into the

form. If you do not have your MyChart activation code (given to you by our staff), please call your office for help.

4. Create a username & password

Finally, create your username and password that you will remember. Your account has now been created!

Setting you up for success!

How to book an appointment.

Booking an appointment online is easy! Select the office where you'd like to be seen and scroll down to our online appointment scheduling. From there you can select the visit type, appointment time, and provider you'd like to see.

Interested in a TeleMed Appointment?

All providers offer telehealth via MyChart over the phone or Zoom, providing convenient and accessible healthcare options from the comfort of your own space.

When to arrive for an appointment.

Arrive 15 minutes early for your appointment to allow sufficient time for check-in procedures and any necessary paperwork. This ensures a smooth and timely start to your appointment, facilitating a more efficient and positive healthcare experience.

Medication Request Timeline

You can request a medication refill in your my chart portal quickly and easily. You may also call your office for assistance. Please allow 72 hours to process medication refills.

Referral Processing Timeline

Referral Processing is a case-by-case scenario, you're welcome to call your office for an update on your referral status.

Calling the Office

Call your office phone number listed on page 2.

Press 1: Make Appointment

Press 2: To speak to a Medical Assistant

Press 5: Questions about Medicare

Press 6: Billing Department

Bill Pay Options

Pay your account balance by accessing MyChart through our website: ranchofamilymed.com or www.mychart.ranchofamilymed.com

Need a payment plan? Your Patient Financial Counselor will be happy to help [951.414.8244](tel:951.414.8244) between the hours of 8am-4pm Monday-Friday.



See ANY provider

Our recommended approach is to stay with a single provider for continuity of care, although you have the flexibility to choose any. All our doctors accept the same insurance plans, although some may exclusively accommodate patients on Medicare Advantage plans due to high demand in their practice.

HMO vs PPO

HMOs (Health Maintenance Organizations) typically offer lower out-of-pocket costs and require members to select a primary care physician who coordinates their care within a network of providers, while PPOs (Preferred Provider Organizations) offer more flexibility in choosing healthcare providers, albeit with higher costs and deductibles, and don't require referrals for specialists.

Large Network of Specialist

Regal Medical Group Affiliation

Rancho Family Medical Group has partnered with Regal Medical Group as our IPA (Independent Physicians Association), a prominent medical group in Southern California for over 35 years. Our partnership guarantees premier healthcare for our patients to access local specialists, hospitals, and insurance companies.



UCSD Affiliation

We are affiliated with the University of California San Diego in that we share the same EMR or patient charting system and can refer to their specialists if a patient needs more specialized care than we can provide in Riverside County.

Lab Facilities • Quest Diagnostics

Temecula

28780 Single Oak Dr Ste 275,
Temecula, CA 92590

951.297.8829

27699 Jefferson Ave Ste 109,
Temecula, CA 92590

951.225.2474

31150 Temecula Pkwy Ste
203, Temecula, CA 92592

951.719.1140

Murrieta

25460 Medical Center Dr Ste
102, Murrieta, CA 92562

951.414.5642

25405 Hancock Ave Ste 102,
Murrieta, CA 92562

951.414.5645

Hemet

3853 W Stetson Ave Ste 101,
Hemet, CA 92545

951.282.5064

850 E Latham Ave Ste 203 &
204, Hemet, CA 92543

951.663.7376

Menifee

29798 Haun Rd Ste 206,
Menifee, CA 92586

951.370.9837

Sun City

28125 Bradley Rd Ste 245
Sun City, CA 92586

951.434.8931

Hospitals

Elite Hospital Affiliations

Our patients are cared for by our hospitalist team at the following locations:

Loma Linda University Medical Center in Murrieta

28062 Baxter Rd
Murrieta, CA 92563
951.290.4000

Rancho Springs Medical Center

25500 Medical Center Dr,
Murrieta, CA 92562
951.696.6000

Temecula Valley Hospital

31700 Temecula Pkwy
Temecula, CA 92592
951.331.2200

Inland Valley Hospital

36485 Inland Valley Dr
Wildomar, CA 92595
951.677.1111

Our Own Hospitalist Team

At Rancho Family, we have our own team of hospitalists who round on our patients at our 4 local hospitals. This allows for better, more cohesive care for you in your biggest time of need.

What to do when admitted?

If you are admitted to one of the four main hospitals above, please let the staff know you are a patient with Rancho Family Medical Group and one of our dedicated teams members will be with you.

Local Urgent Cares

iCare Urgent Care

27722 Clinton Keith Rd.
Murrieta, CA 92562

951.878.9820

Other options at:

[ranchofamilymed.com/urgent-cares/](https://www.ranchofamilymed.com/urgent-cares/)

ACO Reach Program

What is the ACO REACH?

Accountable Care Organization Realizing Equity, Access, & Community Health

What is an ACO?

Accountable Care Organizations were started by CMS in 2012, to provide new ways for the care of Medicare patients to be coordinated between clinicians, hospitals, and other support services.

What is the goal of an ACO?

Improve healthcare quality and reduce cost

Which patients are in the ACO REACH?

- Only Medicare patients who are not in a Medicare Advantage program.
- Patients either sign up through Voluntary Alignment forms or are assigned from CMS (claims-based).

How does ACO REACH affect the patient?

All patients retain the freedom of choice, with the ACO providing additional services that promote improved quality and cost reduction.



Why should I be a part of the ACO?

- This program helps your physician to be able to support you better by having more information about your specialists' visits and hospital stays.
- We have additional resources to support you, like care management team members.
- Your co-pay at our offices will be waived.

Where are the best places for me to receive care?

Urgent Questions After Hours

(5 pm – 8am & Weekends):

After-hour clinician **951.676.4193**

RFMG Urgent Care in Temecula **951.225.6838**

iCare Urgent Care in Murrieta **951.878.9820**

ED & Hospital

To be seen by an RFMG hospitalist at Inland Valley, Rancho Springs, Temecula Valley, or Loma Linda Murrieta, please let them know you are a Rancho patient.

Affiliated Skilled Nursing Facility

The Springs

951.417.8208

Affiliated Home Health

Mission Home Health & AccentCare

951.461.2800

Your Rancho Healthcare Team

What is a Care team?

A care team is a group of healthcare professionals who work together to provide care for a patient. Your care team may include doctors, nurses, APPs, and other specialists. The team works together to develop a plan of care and coordinate services.



Geriatrician

A geriatrician specializes in the health of older adults, addressing unique aging-related concerns and providing comprehensive care for conditions associated with aging.



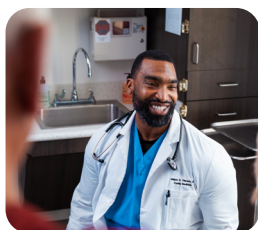
Internist

An internist focuses on preventing, diagnosing, and treating adult diseases, managing complex and chronic illnesses, and often serving as a primary care provider with the option to specialize in specific medical areas.



Sports Injury Medicine

Sports medicine is a specialized branch of medicine that focuses on the prevention, diagnosis, treatment, and rehabilitation of injuries related to sports and physical activity.



GP (General Practitioner)

A General Practitioner, or family doctor, provides primary healthcare to patients of all ages, offering preventive care, managing common illnesses, and playing a pivotal role in overall community health.



Doctor vs APP Difference

An APP (Advanced Practice Provider) is either a Physician Assistant or a Nurse Practitioner. While doctors and APPs differ in their education level, APPs can diagnose, treat, and coordinate care as a regular Primary Care Physician would.

Nurse Practitioners & Physician Assistants Have specialized training in:

- Diagnosis and treatment
- Medical history updates
- Lab and diagnostic test orders
- Result analysis
- Treatment plans
- Patient education
- Referrals
- And more!

Medical Scribes

Scribes let physicians focus on you, not the computer.

We invest in having medical scribes take notes during your visit so your provider can be more attentive and intentional to your individual needs.

Senior Centers & Events

Senior Centers

Community is important to us, that's why we have two senior centers for our 55+ patients! We offer a wide variety of events, including exercise classes for all levels, bingo, and more!

Hemet



3853 W. Stetson Ave. Suite 200
Hemet, CA 92545

Sun City



27190 Sun City Blvd.
Sun City, CA 92586

Free CrossFit+Jazzercise

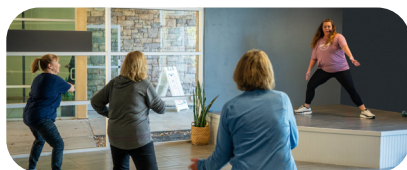
Rancho offers classes featuring strength training through CrossFit (Murrieta) and aerobic exercise with Jazzercise (Temecula). Our goal is to make fitness easily accessible to senior patients, motivating them to embrace an active and healthy lifestyle. Call 951.225.6808 for more information.

CrossFit



41588 Eastman Dr. Suite A,
Murrieta, CA 92562

Jazzercise



31285 Temecula Parkway Ste. 120
Temecula, CA 92592

**Visit our website to see current
Classes & Events Calendar**

www.ranchofamilymed.com/events/

Women's Health Affiliates

Rancho Family Medical Group is affiliated with women's health clinics located in Murrieta and Temecula. These clinics offer specialized and comprehensive care designed to address the distinct health needs of women, emphasizing services in obstetrics and gynecology.



Temecula Valley
OB/GYN

25460 Medical Center Dr, Suite 100
Murrieta, CA 92562

951.677.4748



25495 Medical Center Dr. #300
Murrieta, CA 92562

951.677.0215

31170 Temecula Parkway #201
Temecula, CA 92592

951.677.0215



Pediatrics Office

41238 Margarita Rd., Suite 106
Temecula CA 92592

951.506.9392

**Accepting PPO
insurance patients!**

ranchofamilymed.com/pediatrics/



For Medicare Patients

For issues or feedback call
Patient Relations!

951.225.6808

Your feedback is invaluable to us!

By sharing your experience,
you're not just helping us
improve, but also ensuring
better care for you and others.
Take a moment to let your
voice be heard in our survey.



Human Understanding®