COUNTY MEDICAL SERVICES

Patient Handbook

County of San Diego
Health and Human Services Agency
June 2015

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

This handbook belongs to:

Name: _____

Phone: _____

Notes: _____

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SAN DIEGO
COUNTY MEDICAL SERVICES
(CMS) PROGRAM

Please read this handbook carefully.
It provides you with information on how to receive care through the CMS Program.

Your Medical Home/Primary Care Clinic (PCC) is listed on your CMS card.

Your Primary Care Doctor:_____

CMS Patient Information Line..... (800) 587-8118
Eligibility Appointments..... (800) 587-8118

Other Useful Telephone Numbers:

San Diego 211 ..... 211 or (858) 300-1211
Social Security/SSI Applications .....(800) 772-1213
Medi-Cal (ACCESS)
Toll free within San Diego County .....(866) 262-9881
The Consumer Center for
Health Education and Advocacy .....(877) 734-3258

Call the San Diego 211 INFO-LINE for information about other health and social services in San Diego County.

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County Medical Services

The County of San Diego Health and Human Services Agency operates the County Medical Services (CMS) Program and AmeriChoice manages the day-to-day business. CMS assists uninsured adult County residents obtain medical care. CMS uses a network of community health centers, private physicians and local hospitals in providing services.

CMS is not a health insurance; it is a program of last resort for eligible adults, and covers only necessary medical services.

CMS covers the cost of your immediate and on-going medical care. Conditions such as pregnancy, routine physicals, and mental health are never covered by CMS; and some services may have only limited coverage.

The County reserves the right to impose a lien against your property for services covered by CMS. The County further reserves the right to require a Reimbursement Agreement be signed by you as a condition of eligibility. The Reimbursement Agreement permits the County to bill you directly for repayment of CMS services that you were provided.

This handbook tells you where and how to receive CMS medical services, and also the type of medical care available.

Handbook – Online Version

The following link can be used for accessing the online version of this handbook:
http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html

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Covered Medical Services

CMS IS NOT A HEALTH INSURANCE PROGRAM

Services Covered by CMS (prior approval is not necessary):

- Evaluation of your condition by a primary care provider
- Follow-up care approved by a primary care provider for serious health conditions
- Emergency room care
- Emergency hospital admissions
- Emergency medical transportation
- Emergency dental care
- Prescription medicines from the CMS approved list (All prescriptions funded by CMS must be approved by the Food & Drug Administration/FDA)

Services That Need To Be Approved In Advance by CMS:

- Medical care from a specialist physician
- Planned hospital admissions
- Surgical and diagnostic procedures
- Limited rehabilitation, vision, medical equipment and home health services
- Non-emergency medical transportation
- Prescription medicines not on the CMS approved list
- Medications and treatment related to preventing organ rejection and/or complication

Services Never Covered By CMS:*

- Routine physical examinations and preventive care
- Routine dental and vision care
- Orthodontia
- Services to pregnant women
- Family planning (including voluntary sterilization)
- Infertility services
- Care by a chiropractor
- Non-prescription medicines
- Visits to the ER for follow-up or prescriptions
- Treatments for mental health, alcohol and/or drug problems
- Experimental or cosmetic procedures
- Organ and bone transplants, and all services related to obtaining a transplant
- Bone marrow transplants
- Clinical trials are not a CMS Program covered benefit. This includes any medications, treatments, procedures, or professional components related to any clinical trial in which the CMS patient may be involved.

*** This list is not exhaustive of all Non-Covered Services. Please contact the Customer Service Line at 800-587-8118 for more information.**

Eligibility

Whether you have an unexpected health problem like an infection, an accident, or a long term medical problem like diabetes or high blood pressure, CMS may cover medical expenses for you if you qualify. CMS does not cover bills for services received before the date of your CMS application. You must schedule an interview, complete an application, and be approved CMS to be covered. Call (800) 587-8118 to make your application appointment. Eligibility locations are listed on page 12.

If you qualify for CMS you:

- Will be initially certified for up to six months
- Will be asked to choose one of the community health centers as your primary care provider
- Will receive a CMS card and a Notice of Action. When you receive any medical service, you must show your card or your Notice of Action to the medical provider

Share of Cost

Share of Cost is the amount that you must pay or be obligated to pay toward the cost of CMS covered health care services. In any month that you receive CMS services, you will be billed by the County for your share of cost or the amount of CMS services, whichever is less. You will not be billed for months when you did not receive CMS services.

When Your Card Expires

If you have an ongoing medical/dental need and will require CMS coverage past your certification period, you will need to attend an interview to be evaluated for ongoing CMS. To request an appointment for the interview, you must: **Call 1-800-587-8118 at least 30 days before your certification period ends to schedule your next appointment.**

If you have certain chronic health condition(s) covered by CMS, your eligibility period may be renewed for up to 12 months.

If you are admitted to the hospital through the emergency room and your CMS card has expired, the hospital may arrange for you to complete an application while you are in the hospital.

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Each time you apply for CMS you will be asked to provide:

- Proof of identity
- Proof of county residence
- Proof of immigration status, if applicable
- Proof of your current income and resources

If you are found to be eligible, CMS will be approved starting with your month of application. If you received care between the date of your application and the date your application is approved, CMS will only pay for CMS covered services that have not been paid for. Information about CMS covered services begins on page 2 of this handbook.

What to Do When You Have Been Injured By another Person

If another person causes your injury, that person may be responsible for paying for your medical care. CMS has the right to seek repayment from that person. You must report to CMS whenever you have been injured in an accident, including on-the-job injury. You must call the Third Party Liability section of CMS at (888) 553-5552 to report the accident.

Selecting a Primary Care Provider

After your eligibility has been approved, you will be asked to select one of the community health centers as your primary care provider. The primary care provider you selected will be listed on the front of your CMS card.

Your primary care provider will coordinates your medical care, as appropriate, either by providing treatment or by sending a Treatment Authorization Request (TAR) to CMS for treatment that needs to be approved by CMS in advance.

Changing Your Primary Care Provider

You may change your primary care provider if:

- You have moved to a new area in the county;
- You need medical care that cannot be provided by your current primary care provider; or
- There are differences between you and your primary care provider that cannot be resolved through the complaint process.

Call CMS Patient Information at **(800) 587-8118** to request a change, and tell the representative why you want to change. You are an important partner in your medical care, and you can help doctors and nurses in providing you with the best care possible.

Your Rights and Responsibilities

Under CMS You Have The Right To:

- Get good medical information so you can make decisions about your health care and treatments
- Request or refuse medical treatment
- Receive considerate, respectful care at all times
- Choose your medical provider within the limits of the program
- Talk to CMS staff that can help you with your questions, problems and complaints
- Appeal if you are not satisfied with a program decision (see page 10 for instructions)
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider

Under CMS You Are Responsible For:

- Calling your primary care provider for medical advice FIRST, except in an emergency
- Arriving on time for your scheduled appointments
- Letting your medical care providers know if you do not understand your treatment plan or what is expected of you, if you agree to the treatment recommendations; following your medical care providers' instructions
- Giving accurate and complete information about your present condition and past illnesses to your medical care providers
- Treating providers and CMS staff with respect and dignity
- Giving accurate information about your financial and residency status to eligibility staff
- Reporting changes in your financial or living situation to eligibility staff within ten (10) days of the change by calling 1-888-553-5552
- Reporting any accident or injury caused by another person
- Repaying CMS from third party recovery, including lawsuits
- Paying or obligating Share of Cost payments, if applicable

How to Receive CMS Services

When you become eligible for CMS, be sure to follow these instructions so your medical care will be covered:

Dental Services

CMS covers dental care ONLY at a CMS dental clinic. This includes emergency dental needs as well. When you need emergency dental care, call the CMS dental clinic in your area and schedule an appointment. CMS does not provide complete dental care such as routine check-ups, preventive care or prophylaxis cleaning. All non-emergency services must be approved by CMS before they are provided. In addition, other dental services (e.g. endodontics and dental prosthesis) must be medically necessary and require prior authorization. See page 13 for locations.

Emergency Room Services

Emergency room services are ONLY covered if the medical problem requires immediate attention. An emergency is a medical problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

Some of these medical problems are:

- Broken bones
- Severe pain
- Chest pain
- Severe burns
- Breathing problems
- Poisoning

Emergency room visits for psychological diagnoses or mental health conditions are not covered by CMS.

Inpatient Services

CMS covers all of the cost of inpatient services if:

- You are admitted for a covered condition;
- You are admitted because of an emergency; or
- Your doctor obtains authorization before you are admitted to the hospital.

If you are admitted through the emergency room, show your CMS card to the hospital admitting staff.

Out-of-County Services

CMS pays for medical care only when it is provided in San Diego County. If you are admitted to a hospital while in another county or state, identify yourself as a San Diego County CMS patient and ask the hospital staff to call CMS at (800) 587-8118 to arrange for your follow-up care in San Diego County.

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Outpatient Services

Except for emergencies, always contact your primary care provider for your care. The community health center you selected is your primary care provider. Your primary care provider will provide or make arrangements for all the care that you need.

Pharmacy Services

CMS provides covered prescription medicine listed in the CMS Formulary, which can be found at:
http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html

All prescriptions funded by CMS must be approved by the Food & Drug Administration (FDA).

If your physician prescribes a medicine that is not covered by CMS, the pharmacist or your physician must request authorization from CMS before filling your prescription. If CMS does not authorize the medicine, you may choose to pay for it yourself.

All prescriptions must be filled by a pharmacy serving CMS (listed on pages 19-29) or by your primary care provider. Your provider will need to verify that you are eligible for CMS through the CMS Provider On-Line Verification website (www.sdcmspov.com). If your eligibility cannot be verified, you may be asked to pay for your prescription.

If you fill your prescription at a pharmacy that does not serve CMS or you fill a prescription for medicine that CMS did not authorize, you are responsible for paying for the medicine yourself. CMS will not reimburse you.

Specialty Physician Referrals

Medical care that cannot be provided by your primary care provider must be approved in advance by CMS medical staff. Your primary care provider will tell you if the service has been approved and may help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial from CMS.

Substance Abuse and Mental Health Services

CMS ONLY provides physical health care services, and the County of San Diego Health and Human Services Agency provides treatment for alcohol, drug, and mental health problems. For more information, please call:

Alcohol and Drug Services..... (619) 584-5007
Access & Crisis Line ..... (888) 724-7240
TDD for the hearing impaired ..... (619) 641-6992

Medi-Cal Program

Medi-Cal is California's primary medical coverage program for low income people. If you have been disabled or expect to be disabled for more than 1 year, you are required to apply for Medi-Cal coverage.

CMS staff can help you go through the Medi-Cal application process. Ask your CMS worker about a referral to Medi-Cal or call ACCESS toll free within San Diego County at (866) 262-9881 and ask for a Medi-Cal application. You can also call 211 to start your Medi-Cal application.

Complaints

When you:

- Have a question
- Have a problem with the program or provider
- Can't get an appointment
- Were denied a medical service and you disagree with the denial

Call the CMS Patient Service Line at (800) 587-8118 Monday through Friday between 8:00 a.m. and 5:00 p.m. The CMS Patient Services Representative can assist with your questions, and tell you what you need to do next.

If you need more help, the Consumer Center for Health Education and Advocacy known as "The Consumer Center" can also assist you. The Consumer Center offers health education and patient advocacy to CMS and Medi-Cal patients. They can help you resolve problems in qualifying for eligibility as well as problems in getting appropriate medical treatment. Their toll free number is (877) 734-3258.

What to Do When Providers Bill You

Do NOT ignore bills that you receive from health care providers for services that have been approved by CMS. Do NOT send your bills to CMS. Instead, call the provider who billed you, explain that you are eligible for CMS, and give the provider your Member ID number printed on the front of your CMS card. Your provider can verify your eligibility through the CMS Provider On-Line Verification website (www.sdcmspov.com) using your Member ID number. If the provider has additional questions, ask them to call CMS at (800) 587-8118. If you fail to notify your provider that you have CMS, you will be responsible for payment of the provider's bill.

CMS does not guarantee payment of all medical services. CMS guidelines and requirements must be met in order for payment to occur. You will be notified if payment for your medical bill is denied.

Appeals

Eligibility Appeals

1. If you disagree with the eligibility determination of CMS, you have the right to appeal the decision by filing a County Administrative Hearing.
2. You must file your appeal within fourteen (14) calendar days of the date of the Notice of Action by writing to or calling:

   San Diego County Health and Human Services Agency
   Appeals Section - GR/CMS Calendar Clerk
   1255 Imperial Avenue, Suite 300
   San Diego, CA 92101
   Phone: (619) 237-8534

3. If you are dissatisfied with the County Hearing Officer's decision, you may file an appeal with the San Diego County Superior Court.

Requests submitted after 14 calendar days shall only be considered if you present good cause for missing the deadline.

Treatment Authorization Request (TAR) Denial Process

TAR Administrative Denial

When your primary care provider or specialist submits a Treatment Authorization Request (TAR) to CMS, it must be reviewed and program guidelines must be met in order to be approved. However, there are instances when a request is denied. Administrative Denials are issued when the TAR was submitted without ANY medical documentation to support the specific request. The health care provider must submit the required medical documentation in order to reconsider the TAR.

TAR Medical Reconsideration and Appeal

If you have been denied a medical service, always talk with your primary care provider or the specialist about other treatments available to you. If you still have concerns that are not resolved after speaking with your provider, you may call the CMS Customer Services staff and have the denial reconsidered.

1. Reconsideration Process: You must send a signed statement asking for a reconsideration within 30 calendar days of the date of the service denial notice to:

   CMS Claims Operations Manager
   P.O. Box 927110
   San Diego, CA 92192

   If your letter is sent after 30 days, please explain the reason in your letter for being late. CMS will review and send the decision to you by certified mail within 45 calendar days of receiving your statement.

2. Appeal Process: If you are not satisfied with the Reconsideration decision, you may request an appeal. Send your written appeal within 30 calendar days of the date of the reconsideration decision notice to:

   CMS Claims Operations Manager
   ATTN: Medical Appeal
   P.O. Box 927110
   San Diego, CA 92192

You have certain rights in an appeal. The Customer Service Supervisor will explain your rights and tell you what steps you need to follow. You and/or your representative may present your reason for appeal to the independent panel who hears your case. CMS will send you a written decision by certified mail within 20 County business days after your hearing. The appeal is the final step.

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CMS Eligibility Locations
Call (800) 587-8118
To Schedule an Appointment

Downtown Family Health Center at Connections
1250 6th Avenue, Suite 100
San Diego, CA 92101

HHSA North Central Family Resource Center
5055 Ruffin Rd
San Diego, CA 92123

HHSA Northeast Family Resource Center Annex
7290 El Cajon Boulevard
San Diego, CA 92115

HHSA South Region Office
690 Oxford Street
Chula Vista, CA 91911

North Inland Regional Center
600 East Valley Parkway
Escondido, CA 92025

Oceanside Public Health Center
104 South Barnes Street
Oceanside, CA 92054

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CMS DENTAL LOCATIONS

Appointments Are Required

Comprehensive Health Center
3177 Oceanview Boulevard
San Diego, CA 92113
(619) 231-9300

Fallbrook Family Health Center
1328 South Mission Road
Fallbrook, CA 92028
(760) 451-4720

Family Health Centers San Diego – City Heights Dental Clinic
5454 El Cajon Boulevard
San Diego, CA 92115
(619) 515-2442

Family Health Centers San Diego – Diamond Neighborhoods Clinic
4725 Market Street
San Diego, CA 92102
(619) 515-2560

Family Health Centers San Diego – Elm Street Dental Clinic
140 Elm Street
San Diego, CA 92101
(619) 515-2543

Family Health Centers San Diego - Grossmont / Spring Valley Dental
8788 Jamacha Road
Spring Valley, CA 91977
(619)515-2330

Family Health Centers San Diego - Logan Heights Dental Clinic
1809 National Avenue
San Diego, CA 92113
(619) 515-2394

Family Health Centers San Diego - North Park / Hillcrest Dental Clinic
3544 30th Street
San Diego, CA 92104
(619) 515-2434

La Maestra Family Clinic – El Cajon
183 South First Street
El Cajon, CA 92019
(619) 328-1335

La Maestra Family Clinic
4305 University, Suite 120
San Diego, CA 92105
(619) 285-8135

Neighborhood Healthcare – Lakeside Dental
10039 Vine Street
Lakeside, CA 92040
(619) 390-9975

Neighborhood Healthcare - Pauma Valley
16650 Hwy. 76
Pauma Valley, CA 92061
(760) 742-9919

Neighborhood Healthcare - Ray M. Dickinson Wellness Center
425 North Date, Suite 125
Escondido, CA 92025
(760) 737-2018

Operation Samahan - Camino Ruiz
10737 Camino Ruiz, Suite 235
San Diego, CA 92126
(858) 578-4220

Operation Samahan—Highland
2743 Highland Avenue
National City, CA 91950
(619) 474-2284

San Ysidro Health Center
4004 Beyer Blvd
San Ysidro, CA 92173
(619) 662-4180

Vista Community Clinic
1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

CMS Program Contracting Hospital Locations

Alvarado Hospital
6655 Alvarado Road
San Diego, CA 92120
(619) 287-3270

Palomar Health Downtown Campus
555 East Valley Parkway
Escondido, CA 92025
(760) 739-3000

Palomar Medical Center
2185 Citracado Parkway
Escondido, CA 92029
(442) 281-5000

Paradise Valley Hospital
2400 East Fourth Street
National City, CA 91950
(619) 470-4321

Pomerado Hospital
15615 Pomerado Road
Poway, CA 92064-2405
(858) 613-4000

Promise Hospital of San Diego
5550 University Avenue
San Diego, CA 92105
(619) 582-3516

Scripps Memorial - Encinitas
354 Santa Fe Drive
Encinitas, CA 92024
(760) 753-6501

Scripps Memorial - La Jolla
9888 Genesee Avenue
La Jolla, CA 92037
(858) 457-4123

Scripps Mercy Hospital
4077 Fifth Avenue
San Diego, CA 92103
(619) 294-8111

Scripps Mercy Hospital - Chula Vista
435 H Street
Chula Vista, CA 91910
(619) 691-7000

Sharp Chula Vista Medical Center
751 Medical Center Court
Chula Vista, CA 91911
(619) 502-5800

Sharp Coronado Hospital
250 Prospect Place
Coronado, CA 92118
(619) 522-3600

Sharp- Grossmont Hospital
5555 Grossmont Center Drive
La Mesa, CA 91942
(619) 740-6000

Sharp Memorial Hospital
7901 Frost Street
San Diego, CA 92123
(858) 939-3400

Tri-City Medical Center
4002 Vista Way
Oceanside, CA 92056
(760) 724-8411

UCSD Medical Center
200 West Arbor Drive
San Diego, CA 92103
(619) 543-6222

UCSD Thornton Hospital
9300 Campus Point Drive
La Jolla, CA 92037
(858) 550-0115

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CMS PRIMARY CARE CLINICS

BORREGO SPRINGS MEDICAL CENTER
4343 Yaqui Pass Road
Borrego Springs, CA 92004
(760) 767-5051

Centro Medico - El Cajon
133 West Main StreetEl Cajon, CA 92020
(619) 401-0404

Borrego Julian Medical Clinic
2721 Washington Street
Julian, CA 92036
(760) 765-1223

COMMUNITY HEALTH SYSTEMS
Fallbrook Family Health Center
1328 South Mission Road
Fallbrook, CA 92028
(760) 451-4720

FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO
Beach Area FHC
3705 Mission Boulevard
San Diego, CA 92109
(619) 515-2444

Chase Avenue FHC
1111 West Chase Avenue
El Cajon, CA 92020
(619) 515-2499

Chula Vista FHC
251 Landis Avenue
Chula Vista, CA 91910
(619) 515-2500

City Heights FHC
5454 El Cajon Boulevard
San Diego, CA 92115
(619) 515-2400

FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO (continued)
Connections FHC
1250 6th Avenue, Suite 100
San Diego, CA 92101
(619) 515-2430

Diamond Neighborhoods FHC
4725 Market Street
San Diego, CA 92102
(619) 515-2560

Elm Street FHC
140 Elm Street
San Diego, CA 92101
(619) 515-2520

Grossmont/Spring Valley FHC
8788 Jamacha Road
Spring Valley, CA 91977
(619) 515-2555

Lemon Grove FHC
7592 Broadway
Lemon Grove, CA 91945
(619) 515-2550

Logan Heights FHC
1809 National Avenue
San Diego, CA 92113
(619) 515-2300

North Park FHC
3544 30th Street
San Diego, CA 92104
(619) 515-2424

Sherman Heights FHC
2391 Island Avenue
San Diego, CA 92102
(619) 515-2435

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CMS PRIMARY CARE CLINICS

IMPERIAL BEACH HEALTH CENTER
949 Palm Avenue
Imperial Beach, CA 91932
(619) 429-3733

Nestor
1016 Outer Road
San Diego, CA 92154
(619) 429-3733

LA MAESTRA FAMILY CLINIC
4060 Fairmount Avenue
San Diego, CA 92105
(619) 280-4213

El Cajon
165 South First Street
El Cajon, CA 92019
(619) 779-7900

National City Clinic
217 Highland Avenue
National City, CA 91950
(619) 434-7308

MOUNTAIN HEALTH & COMMUNITY SERVICES
Alpine Family Medicine
1620 Alpine Boulevard #B119
Alpine, CA 91901
(619) 445-6200

Escondido Family Medicine
255 North Ash Street, Suite 101
Escondido, CA 92027
(760) 745-5832

Mountain Empire Family Medicine
31115 Highway 94
Campo, CA 91906
(619) 478-5311

MOUNTAIN HEALTH & COMMUNITY SERVICES (continued)
25th Street Family Medicine
316 25th Street, Suite 101
San Diego, CA 92102
(619) 238-5551

NEIGHBORHOOD HEALTHCARE
El Cajon
855 East Madison
El Cajon, CA 92020
(619) 440-2751

Lakeside
10039 Vine Street
Lakeside, CA 92040
(619) 390-9975

Escondido - North Elm
460 North Elm Street
Escondido, CA 92025
(760) 737-2000

Escondido - Grand
1001 E. Grand Avenue
Escondido, CA 92025
(760) 520-8200

Pauma Valley
16650 Highway 76
Pauma Valley, CA 92061
(760) 742-9919

Ray M. Dickinson Wellness Center
425 North Date Street, Suite 203
Escondido, CA 92025
(760) 520-8300

NORTH COUNTY HEALTH SERVICES
Ramona Health Center
217 East Earlham Street
Ramona, CA 92065
(760) 789-1223

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CMS PRIMARY CARE CLINICS

OPERATION SAMAHAN INC.
Health Clinic
10737 Camino Ruiz, Suite 235
San Diego, CA 92126
(858) 578-4220

Family Clinic
2743 Highland Avenue
National City, CA 91950
(619) 474-8686

Community Health Center
2835 Highland Ave., Suite A
National City, CA 91950
(619) 474-5567

SAN DIEGO AMERICAN INDIAN HEALTH CENTER
2630 First Avenue
San Diego, CA 92103
(619) 234-2158

SAN DIEGO FAMILY CARE
Linda Vista Health Care Center
6973 Linda Vista Road
San Diego, CA 92111
(858) 279-0925

Mid City Community Clinic
4290 Polk Avenue
San Diego, CA 92105
(619) 563-0250

SAN YSIDRO HEALTH CENTER
4004 Beyer Boulevard
San Ysidro, CA 92173
(619) 428-4463

Chula Vista Medical Plaza
678 Third Avenue
Chula Vista, CA 91910
(619) 662-4100

SAN YSIDRO HEALTH CENTER (continued)
Comprehensive Health Center – Ocean View
3177 Ocean View Boulevard
San Diego, CA 92113
(619) 231-9300

King-Chavez Health Center—Euclid
950 Euclid Avenue
San Diego, CA 92114
(619) 662-4100

National City Family Clinic
1136 D Avenue
National City, CA 91950
(619) 336-2300

Otay Family Health Center
1637 Third Avenue, Suite B
Chula Vista, CA 91911
(619) 205-1360

Paradise Hills Family Clinic
2400 E. 8th Street, Suite A
National City, CA 91950
(619) 662-4100

SOUTHERN INDIAN HEALTH COUNCIL
Alpine Clinic
4058 Willows Road
Alpine, CA 91901
(619) 445-1188

Campo Clinic
36350 Church Road
Campo, CA 91906-0498
(619) 445-1188 x700

CMS PRIMARY CARE CLINICS

ST. VINCENT de PAUL VILLAGE FAMILY CENTER
1501 Imperial Avenue
San Diego, CA 92101
(619) 233-8500

VISTA COMMUNITY CLINICS
Vista Community Clinic
1000 Vale Terrace
Vista, CA 92084
(760) 631-5000

Vista Community Clinic – Grapevine
134 Grapevine Drive
Vista, CA 92083
(760) 631-5000

Vista Community Clinic – Horne Street
517 N. Horne Street
Oceanside, CA 92054
(760) 631-5000

Vista Community Clinic – North River Rd
4700 North River Road
Oceanside, CA 92057
(760) 631-5000

Vista Community Clinic- Pier View Way
819 Pier View Way
Oceanside, CA 92154
(760) 631-5000

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

You must show proof of CMS eligibility (CMS Card or Notice of Action)

For the most current pharmacy listing, please check the CMS website at: http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html

AD-RX Pharmacy
6240 Wilshire Boulevard
Los Angeles, CA 90048
(323) 936-8221
Free Delivery in CA.

Allen's Pharmacy
1141 6th Ave.
San Diego, CA 92101
(619) 232-8101
Free Mail/Delivery

Asmar Community Pharmacy
436 S. Magnolia St.
El Cajon, CA 92020
(619) 447-9900
Free Delivery/No Mail

Best Pharmacy
5507 El Cajon Boulevard
San Diego, CA 92115
(619) 582-4466
No Mail/Delivery

***Borrego Community Health Foundation Pharmacy**
655 Palm Canyon Drive, Suite B
Borrego Springs, CA 92004
(760) 767-3047
Charge for Mail/No Delivery

Community Medical Center Pharmacy
610 Gateway Center Way, Ste A
San Diego, CA 92102
(619) 262-4373
Free Mail/Delivery with > 1 Rx

Community Medical Center Pharmacy
750 Medical Center Court
Chula Vista, CA 91911
(619) 421-1132
Free Mail/ $5 Delivery Fee

Community Pharmacy
29115 Valley Center Road
Valley Center, CA 92082
(760) 749-1156
No Mail/Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

CVS Pharmacy
1101 S. Mission Road
Fallbrook, CA 92028
(760) 723-5721
Free Delivery/No Mail

CVS Pharmacy
318 West El Norte Parkway
Escondido, CA 92026
(760) 489-1505
No Mail/Delivery

CVS Pharmacy
555 Broadway, Suite 1054
Chula Vista, CA 91910
(619) 420-7808
No Mail/Delivery

CVS Pharmacy
313 E. Washington Avenue
San Diego, CA 92103
(619) 291-7170
No Mail/Delivery

CVS Pharmacy
2510 El Camino Real
Carlsbad, CA 92008
(760) 729-8941
No Mail/Delivery

CVS Pharmacy
2760 Fletcher Parkway
El Cajon, CA 92020
(619) 461-4411
No Mail/Delivery

CVS Pharmacy
800 Palm Avenue
Imperial Beach, CA 91932
(619) 424-8989
No Mail/Delivery

CVS Pharmacy
3332 Sand Rock Road
San Diego, CA 92123
(858) 278-0047
No Mail/Delivery

CVS Pharmacy
1380 South 43rd Street
San Diego, CA 92113
(619) 263-8116
No Mail/Delivery

CVS Pharmacy
1810 Main Street
Ramona, CA 92065
(760) 789-9062
No Mail/Delivery

CVS Pharmacy
3350 Palm Avenue
San Diego, CA 92154
(619) 424-7030
No Mail/Delivery

CVS Pharmacy
1652 Garnet Avenue
San Diego, CA 92109
(858) 273-1940
No Mail/Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

CVS Pharmacy
4404 El Cajon Blv.
San Diego, CA 92115
(619) 280-5006
Free Delivery/No Mail

CVS Pharmacy
3925 North River Road
Oceanside, CA 92058
(760) 757-9348
No Mail/Delivery

CVS Pharmacy
635 S. Melrose Dr.
Vista, CA 92081
(760) 643-3900
No Mail/Delivery

Fallbrook Pharmacy
343 East Alvarado St.
Fallbrook, CA 92028
(760) 728-1607
$7/$14 Mail/$10 Delivery Fee

***Family Health Centers of San Diego**
1809 National Avenue
San Diego, CA 92113
(619) 515-2490
No Mail/Delivery

Galloway's Medical Center Pharmacy
2995 National Avenue
San Diego, CA 92113
(619) 525-1551
Free Mail/Free Delivery over 1 Rx

Hillcrest Pharmacy
120 University Avenue
San Diego, CA 92103
(619) 260-1010
Free Mail/Delivery

***Indian Health Council Rincon Clinic**
50100 Golsh Road
Valley Center, CA 92082
(760) 749-1410
No Mail/Delivery

***Indian Health Council Ysabel Clinic**
110 1/2 School House Canyon Road
Santa Ysabel, CA 92070
(760) 765-4203
No Mail/Delivery

John M. and Sally B. Thornton Hospital Pharmacy
9300 Campus Point Drive, Ste. 3-264
La Jolla, CA 92037
(858) 657-8610
Discharge Pharmacy Only

***La Maestra Family Clinic**
4060 Fairmont Avenue
San Diego, CA 92105
(619) 564-7013
No Mail/Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Leo's Lakeside Pharmacy
9943 Maine Ave
Lakeside, CA 92040
(619) 443-1013
Free Delivery for East County Area

Linda Vista Pharmacy
2361 Ulric St.
San Diego, CA 92111
(858) 277-6145
Local Delivery Only

Med Rx Health Mart Pharmacy
1031 East Vista Way
Vista, CA 92084
(760) 724-7125
3+ Rx= Free Delivery

Med-Care Pharmacy
161 Thunder Drive, Suite 100
Vista, CA 92083
(760) 758-7650
$5.00 Charge for Delivery

Medco Drugs
1252 Broadway
El Cajon, CA 92021
(619) 440-3448
Free Mail/Delivery

Medical Center Pharmacy
12395 El Camino Real
San Diego, CA 92130
(858) 259-1221
Free Mail/No Delivery Service

Medical Center Pharmacy
480 Fourth Avenue, Suite 100
Chula Vista, CA 91910
(619) 427-1444
Free Mail/Delivery

Medical Center Pharmacy
765 Medical Center Court, #208
Chula Vista, CA 91911
(619) 656-2846
Free Mail/Delivery (2+ Rx)

Medical Center Pharmacy
1635 Third Avenue
Chula Vista, CA 91911
(619) 585-8818
Free Mail/Delivery with > 1 Rx

Medical Center Pharmacy
855 Third Avenue, Suite 1102
Chula Vista, CA 91911
(619) 585-0665
Free Mail/Delivery with > 1 Rx

Medical Center Pharmacy
4074 Fairmont Avenue
San Diego, CA 92105
(619) 284-1141
Free Mail/Delivery with > 1 Rx

Medical Center Pharmacy
340 Fourth Avenue, Suite 1
Chula Vista, CA 91910
(619) 422-9291
Free Mail/Delivery with > 1 Rx

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Medical Center Pharmacy
310 Santa Fe Drive, Suite 109
Encinitas, CA 92024
(760) 753-9433
Free Mail Delivery in certain areas

Medical Center Pharmacy
4060 4th Ave. Suite 110
San Diego, CA 92103
(619) 297-2214
2+ Rx= Free Delivery

Medical Center Pharmacy
3904 Park Boulevard
San Diego, CA 92105
(619) 295-3109
Free Mail/Delivery

Medical Center Pharmacy
7910 Frost Street Suite 103
San Diego, CA 92123
(858) 560-1911
Free Mail/Delivery

Modern Healthcare Pharmacy
13220 Evening Creek Drive, Suite 110
San Diego, CA 92128
(858) 668-3350
Free Delivery

***Neighborhood Healthcare**
460 North Elm Street
Escondido, CA 92025
(760) 737-2025
No Mail/Delivery

Nudo's Pharmacy
455 North Magnolia Avenue
El Cajon, CA 92020
(619) 442-0303
Free Mail Delivery

Premier Pharmacy #4 - Previously Edwins Pharmacy
12500 Burbank Blvd.
Valley Village, CA 91607
(888) 619-6196
Free specialty mail order service/next day delivery

AHF Pharmacy - Previously Priority Pharmacy
3940 Fourth Avenue, Suite 150
San Diego, CA 92103
(619) 574-9700
Free Mail/Delivery

Px Drugstore
5300 Lankershim Boulevard, Suite 160
North Hollywood, CA 91601
(818) 769-0313
Free Mail/Delivery

Quality Care Pharmacy
727 West San Marcos Blvd.
San Marcos, CA 92078
(760) 744-5959
Free Mail/Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Rite Aid
1665 Alpine Boulevard
Alpine, CA 91901
(619) 659-1085
No Mail/Delivery

Rite Aid
7224 Broadway
Lemon Grove, CA 91945
(619) 465-6694
No Mail/Delivery

Rite Aid
427 C Street, Suite 100
San Diego, CA 92101
(619) 233-1666
No Mail/Delivery

Rite Aid
6939 Linda Vista Road
San Diego, CA 92111
(858) 277-6730
No Mail/Delivery

Rite Aid
1735 Euclid Ave.
San Diego, CA 92105
(619) 264-7211
No Mail/Delivery

Rite Aid
3650 Adams Avenue
San Diego, CA 92116
(619) 563-0802
No Mail/Delivery

Rite Aid
661 Sweetwater Road
Spring Valley, CA 91977
(619) 463-9848
No Mail/Delivery

***San Ysidro Health Center**
3177 Oceanview Boulevard
San Diego, CA 92113
(619) 231-9300 x3148
No Mail/Delivery

***San Ysidro Health Center**
4004 Beyer Boulevard
San Ysidro, CA 92173
(619) 662-4160
No Mail/Delivery

Sav-On Pharmacy
655 14th Street
San Diego, CA 92101
(619) 237-9127
Free Mail/Delivery

Sharp Coronado Community Pharmacy
230 Prospect Place No. 110
Coronado, CA 92118
(619) 522-3996
Free Delivery on Coronado

***Southern Indian Health Council**
4058 Willows Road
Alpine, CA 91901
(619) 445-1188x430
No Mail/Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

***Southern Indian Health Council**
36350 Church Road
Campo, CA 91906
(619) 445-1188x730
No Mail/Delivery

UCSD Hillcrest Medical Offices South
4168 Front Street
San Diego, CA 92103
(619) 543-5934
Free Mail/Delivery

UCSD Medical Center Discharge Pharmacy
200 West Arbor Drive, Suite 8765
San Diego, CA 92103
(619) 543-3279
No Mail/Delivery

UCSD Moores Cancer Center
3855 Health Science Drive, Suite 0845
La Jolla, CA 92093
(858) 822-6088
No Mail/Delivery

UCSD Edith and William Perlman Pharmacy
9350 Campus Point Dr.
La Jolla, CA 92037
(858) 657-8610
Free Mail/Delivery

***Vista Community Clinic #1**
1000 Vale Terrace Drive
Vista, CA 92084
(760) 631-5000
No Mail/Delivery

***Vista Community Clinic #2**
134 Grapevine Road
Vista, CA 92083
(760) 631-5000
No Mail/Delivery

***Vista Community Clinic #3**
818 Pier View Way
Oceanside, CA 92054
(760) 631-5000
No Mail/Delivery

Vons
1201 Avocado Avenue
El Cajon, CA 92020
(619) 440-1915
No Charge Delivery Service

Vons
2345 East Valley Parkway
Escondido, CA 92027
(760) 489-0981
$5 Delivery Service Charge

Vons
3645 Midway Drive
San Diego, CA 92110
(619) 222-9736
$7.95 Delivery Charge

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Vons
4145 30th Street
San Diego, CA 92104
(619) 284-3582
Free Delivery M-F

Vons
933 Sweetwater Road
Spring Valley, CA 91977
(619) 460-6336
$7.95 Delivery Charge

Vons
845 College Boulevard
Oceanside, CA 92057
(760) 630-6252
$5 Per delivery

Walgreens
1430 Eastlake Parkway
Chula Vista, CA 91915
(619) 591-7042
No Mail/Delivery

Walgreens
621 I Street
Chula Vista, CA 91910
(619) 407-4057
No Mail/Delivery

Walgreens
215 North Second Street
El Cajon, CA 92021
(619) 401-0761
Free Delivery

Walgreens
111 West Washington Avenue
Escondido, CA 92025
(760) 291-0299
Free Standard Shipping

Walgreens
1574 East Valley Parkway
Escondido, CA 92027
(760) 839-7932
No Mail/Delivery

Walgreens
460 West Felicita Avenue
Escondido, CA 92025
(760) 735-6025
No Mail/ $3 Delivery Fee

Walgreens
1285 South Mission Road
Fallbrook, CA 92028
(760) 451-2970
No Mail/Delivery

Walgreens
9728 Winter Gardens Boulevard
Lakeside, CA 92040
(619) 938-0069
No Mail/Delivery

Walgreens
30251 Murrieta Road
Menifee, CA 92584
(951) 244-7210
Charges for Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Walgreens
27714 Clinton Keith Road
Murrieta, CA 92562
(951) 672-1214
Free Delivery in Certain Zip Codes

Walgreens
29910 Murrieta Hot Springs Road
Murrieta, CA 92563
(951) 894-1476
No Mail/Delivery

Walgreens
33060 Antelope Road
Murrieta, CA 92584
(951) 301-0670
No Mail/Delivery

Walgreens
40420 Murrieta Hot Springs Road
Murrieta, CA 92563
(951) 698-7459
No Mail/Delivery

Walgreens
40663 California Oaks Road
Murrieta, CA 92562
(951) 304-1219
No Mail/Delivery

Walgreens
885 Euclid Avenue
National City, CA 91950
(619) 267-1950
Free Standard Shipping

Walgreens
4181 Oceanside Boulevard
Oceanside, CA 92056
(760) 536-7330
No Mail/Delivery

Walgreens
13390 Poway Road
Poway, CA 92064
(858) 435-7580
No Mail/Delivery

Walgreens
10787 Camino Ruiz
San Diego, CA 92126
(858) 437-0761
No Delivery

Walgreens
5504 Balboa Avenue
San Diego, CA 92111
(858) 495-9155
Free Standard Shipping

Walgreens
640 University Avenue
San Diego, CA 92103
(619) 295-6688
Free Standard Shipping to Certain SD Zip Codes

Walgreens
8766 Navajo Road
San Diego, CA 92119
(619) 667-8764
Free Standard Shipping

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Walgreens
3222 University Avenue
San Diego, CA 92104
(619) 528-1793
Free Standard Shipping

Walgreens
10512 Mission Gorge Road
Santee, CA 92071
(619) 258-7942
No Mail/Delivery

Walgreens
9305 Mission Gorge Road
Santee, CA 92071
(619) 258-8011
No Mail/Delivery

Walgreens
1320 Encinitas Boulevard
Encinitas, CA 92024
(760) 942-2018
Free Standard Shipping

Walgreens
1510 North Santa Fe Avenue
Vista, CA 92083
(760) 724-3763
No Mail/Delivery

Walgreens
3507 Cannon Road
Oceanside, CA 92056
(760) 630-1327
No Mail/Delivery

Walgreens
802 South Santa Fe Avenue
Vista, CA 92084
(760) 724-2833
No Mail/Delivery

Walgreens
1111 Third Avenue
Chula Vista, CA 91911
(619) 691-1308
No Mail/Delivery

Walgreens
3752 Mission Avenue
Oceanside, CA 92054
(760) 722-9409
No Mail/Delivery

Walgreens
310 Sycamore Avenue
Vista, CA 92083
(760) 630-5723
No Mail/Delivery

Walmart
75 Broadway
Chula Vista, CA 91910
(619) 691-0873
1-800-273-3455 for Delivery

Walmart
1150 Broadway
Chula Vista, CA 91911
(619) 591-4909
1-800-273-3455 for Delivery

CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.

Walmart
13487 Camino Canada
El Cajon, CA 92021
(619) 561-2420
1-800-273-3455 for Delivery

Walmart
605 Fletcher Parkway
El Cajon, CA 92020
(619) 440-0848
1-800-273-3455 for Delivery

Walmart
1200 Highland Avenue
National City, CA 91950
(619) 336-1607
1-800-273-3455 for Delivery

Walmart
3405 Marron Road
Oceanside, CA 92056
(760) 730-7386
1-800-273-3455 for Delivery

Walmart
705 College Boulevard
Oceanside, CA 92057
(760) 631-1857
1-800-273-3455 for Delivery

Walmart
3382 Murphy Canyon Road
San Diego, CA 92123
(858) 571-6971
1-800-273-3455 for Delivery

Walmart
3412 College Avenue
San Diego, CA 92115
(619) 858-0074
1-800-273-3455 for Delivery

Walmart
732 Center Drive
San Marcos, CA 92069
(760) 233-8971
1-800-273-3455 for Delivery

Walmart
2100 Vista Way
Oceanside, CA 92054
(760) 966-0143
1-800-273-3455 for Delivery

Walmart
32225 Temecula Parkway
Temecula, CA 92592
(951) 506-7631
1-800-273-3455 for Delivery