Coordinating all aspects of your healthcare needs to ensure you receive the very best medical care.
Message from the CEO

Sansum Clinic has been caring for patients in our community for more than 95 years. Throughout that time we have continually evolved to keep up with changes in the field in order to provide an excellent healthcare experience, recognizing our first priority is the patients we serve.

We know the healthcare system is complex and it can be difficult to navigate your way to good health. Our Patient-Centered Medical Home is a new model for primary care where all aspects of your care are coordinated through your Primary Care Provider (PCP) to ensure you receive excellent care in the right place, at the right time, and in the manner that best suits your needs.

Although the Patient-Centered Medical Home term may be new to you, this is a model of primary care we have always delivered at Sansum Clinic, with a focus on comprehensive, team-based, coordinated care, and an emphasis on quality and safety. At Sansum Clinic, our Patient-Centered Medical Home is not a place, it’s a partnership among practitioners, patients and families, and other members of the healthcare team to ensure that you have the education and support you need to make informed decisions and participate in your own healthcare.

Thank you for choosing Sansum Clinic.

Sincerely,

Kurt N. Ransohoff, MD, FACP
CEO and Chief Medical Officer
One of the many benefits of receiving care at Sansum Clinic is the coordination of medical services across all departments. Our goal is to help you access the most appropriate healthcare services when you need them. Your care team consists of your Primary Care Provider (PCP) and the staff that work closely with your PCP, including nursing staff, medical assistants and medical services coordinators. This team will coordinate care with our many specialists, and also across all elements of the broader healthcare system, including hospitals, skilled nursing facilities, rehabilitation centers, home healthcare, community services, health and wellness information, and behavioral health services. We have longstanding relationships with Cottage Health, Santa Barbara Neighborhood Clinics, CenCal Health, Visiting Nurse and Hospice Care, and dozens of other organizations that play a role in caring for patients in our community. Our Patient-Centered Medical Home model enables us to serve as the steward of your healthcare to enhance your experience, improve your overall health, and improve the efficiency in which your care is delivered.
Your Providers
How to Choose the Most Appropriate Care at the Right Time

Obtaining Care and Clinical Advice During and After Business Hours

Most often your Primary Care Provider (PCP) should be your first choice for healthcare because he or she is familiar with your medical history and because a scheduled office visit is the most practical and effective method of care. When a more immediate need arises, however, you do have other options, including same day appointments, Urgent Care, or an ER when immediate life-saving care is needed.

Our goal is to help you access the most appropriate and most affordable healthcare services when you need them. If you have any questions, please call: 1 (800) 4-SANSUM or (805) 681-7500, or visit www.sansumclinic.org.
Primary Care

One of the best ways to make sure you are getting excellent healthcare is to have a **Primary Care Provider, or PCP**. Your PCP is often a doctor but may also be a Nurse Practitioner, Physician Assistant or other certified health professional.

Your PCP serves as your partner in your overall health, making sure you get recommended preventative screenings and risk assessments. Having a PCP who looks at the “big picture” of your health and helps you manage your overall progress will assure continuity of your healthcare. Over the long term, a PCP who knows your health history, your habits, and your personality can more easily recognize signs of a potential change in your health, and can help you get the appropriate care more quickly when you need it.

We encourage all our patients to choose a PCP. We currently have more than 50 male and female Internists and Family Practitioners at seven locations between Carpinteria and Lompoc who are accepting new patients, all of whom collaborate closely and refer regularly to our more than 100 specialists in more than 30 specialties. Transitioning from Sansum Clinic Pediatrics to an Internal Medicine or Family Practice provider is simple because all departments are connected through our electronic health record system. If you are transitioning from an outside Pediatrics office, please use our Medical Records Transfer Form to transfer your medical records to Sansum Clinic (see page 20 for instructions.)

For help choosing your doctor and scheduling an appointment, please call **1 (800) 4-SANSUM**.

**Same Day Appointments**

Several of our primary care locations offer same day appointments. We know that you can’t always anticipate an illness or injury and it can be difficult to get an appointment at the last minute. Same day appointments enable us to care for you when unplanned conditions occur. We will make every effort to schedule appointments for serious illnesses as soon as possible. Appointments are prioritized for minor yet urgent problems.
Urgent Care

Our Urgent Care providers are also a key part of your medical home, and are connected with the entire Sansum Clinic care team through our electronic health record system. Urgent Care is an option when same day appointments with your doctor are unavailable or if you need immediate treatment outside of office hours for medical conditions that are unplanned, and that need prompt attention but are not a life or limb-threatening emergency.

If your symptoms come on gradually or are not severe, we encourage you to try to get a same day appointment with your Primary Care Provider (PCP). While our Urgent Care clinics are often convenient, your PCP will have a better picture of your overall health and can provide more cost-effective care.
Emergency Care

The hospital emergency department or “emergency room” (ER) is the right choice when you need immediate life, limb or eyesight-saving care. If you are ever in doubt it is better to be safe and go to the closest ER.

While the ER is appropriate for emergencies, your PCP or Urgent Care are available for other health matters. You may also be sent to the ER by your doctor if you have an underlying condition, such as heart disease or diabetes, which could complicate your diagnosis and require extra care.

When to Call 911

Sometimes driving yourself or a loved one to the emergency room won’t get you to the medical care you need fast enough. Many people are confused about when to call 911. It is better to be safe than sorry. If you are in doubt, please call 911.

Do not drive if you are having severe chest pain or severe bleeding, if you feel like you might faint, or if your vision is impaired. For certain medical emergencies, such as a heart attack or stroke, taking an ambulance is safer because paramedics can deliver life-saving care on the way to the hospital.

On-Call Physicians

Our 24-hour call service includes an on-call physician who you can talk to if it is after hours and you are in need of medical advice or care. Please call 1 (800) 4-SANSUM or (805) 681-7500.
MyChart

Our online personal portal is a valuable tool in enabling you to communicate to your medical team 24 hours a day for non-urgent matters. Whether you are at work, out of town, or on the road, you can send secure messages to your doctor’s office, request or cancel an appointment, request prescription renewals, and more. Communicating with your physician’s office is as simple as sending an email, but even more secure. No form of technology can ever replace the personal interaction between you and your care team, but MyChart can enhance your relationship by providing one more way to communicate.

With MyChart you can:

- **Send a message to your physician’s office**: Communicating with your physician’s office is as simple as sending an email, but even more secure. You can also request prescription refills online.
- **Check your test results**: View some test results online - and save time waiting for a phone call or letter. You can also chart and graph your results over time.
- **Request your appointments online**: Request your next appointment online, or view details of your past and upcoming appointments.
- **View your medical information**: Review your medications, immunizations, allergies and medical history, as well as health education topics or discharge instructions provided by your physician.
- **Explore health education resources**: Access information about tests, medications, procedures and lifestyle choices with our online health education resources.
- **Access your family’s records**: Link your children’s and elderly relative’s accounts* to yours for convenient access to appointments, immunization records, growth charts and more.

The MyChart personal portal is a valuable tool in enabling you to communicate to your physician 24 hours a day for non-urgent matters.
To Sign Up, Contact:

Sansum Clinic Wave/Information Technology Department
(805) 898-3333 help@sansumclinic.org
Hours of Operation: Monday - Friday 8:00 am to 5:00 pm

*MyChart access to the accounts of family members requires proof of legal guardianship/parental relationship. For more details, please refer to the MyChart Terms and Conditions at www.mychart.sansumclinic.org.

Contact information and office hours for primary care, same day appointments, urgent care and the ERs are listed in the back of this pamphlet and can be found on our website at www.sansumclinic.org.

**Due to California and Federal patient privacy laws, patients 12-17 years old will have no access to MyChart.
Maintaining a Comprehensive Record of Your Healthcare

Communication between you and your care team is a key component in our ability to maintain a comprehensive record of your health and healthcare. Sansum Clinic’s innovative electronic health record system - the Wave - provides electronic management and recording of the care you receive, including medications, visits to specialists, medical history, health status, recent test results, self-care information, immunization records and data from recent hospitalizations or ER visits.

At some point, you may need to access care from a provider who is not part of your regular care team, either at other facilities, after hours or when you are out of town. It’s important for you to share this information with your Primary Care Provider so it can be included in your medical record. If you have health information from visits or procedures with other providers, please see page 20, Transferring Records to Sansum Clinic.
Health Education and Support

At Sansum Clinic, patients, families and caregivers can expect evidence-based care from their clinician and team, as well as support for self-management of their health and healthcare. We offer a robust Health Education program that includes in-person classes, support groups, comprehensive online resources and self-management support. We also have a Health Resource Center and Cancer Resource Library with trained staff and volunteers and a wide range of current literature regarding specific health issues. We know that you might not think of all your questions during your medical exam, so we offer many resources that you can access during and after business hours.

Health Education Programs

Advance Care Planning – individual appointments and small group workshops
Back Wellness
Balance & Mobility
Bariatric Surgery Orientation
Brown Bag Medication Review
Cancer Resource Library – current information, personalized for you
Cancer Support Groups and Wellness Programs
Diabetes & Pre-Diabetes Basics – offered in English and in Spanish
Fibromyalgia Support Group
Health Resource Center – for answers to your health questions
Healthier Living: Managing Ongoing Health Conditions
Hip or Knee Replacement Seminar
Medicare: Gain a Better Understanding
Neck & Posture Wellness
Nutrition for a Healthy Heart
Nutrition Navigator
Stress Management
Understanding Dementia
WomenHeart Support Group

Visit sansumclinic.org/health-and-wellness or call (866) 829-0909 for more information.
Whole-Person Approach to Care

Sansum Clinic is concerned with the whole person and recognizes you may have a wide variety of healthcare needs. We understand that behavioral healthcare is a crucial component of comprehensive care for many patients. We offer Psychiatry and Psychology services through licensed psychiatrists and psychologists as well as marriage and family therapists. We recently expanded our team to include a Care Manager, a licensed social worker who can communicate with you and your physician and connect you to various behavioral care and other programs that you may benefit from – including Sansum Clinic programs and other services available throughout the community, County and/or State. Your care team can connect you to a Care Manager who can provide you a list of services and can often assist in securing appointments and communicating your needs (see page 19 for more information).

Cancer Center

We are proud to offer cancer patients the region’s most comprehensive cancer care through the Cancer Center of Santa Barbara with Sansum Clinic. The advanced technology at the Cancer Center allows patients to be treated in a comfortable and familiar environment here in our community. The Cancer Center retains highly trained and devoted medical personnel, acquires the latest technology and treatment protocols, integrates oncology supportive programs and commits to provide every opportunity for successful treatment, recovery and a healthy return to the activities that enrich life. Our Clinical Research department offers access to the same clinical trials as major academic institutions throughout the nation. We know that a cancer diagnosis and treatment can bring a myriad of challenges and changes to patients, their families and friends. With this in mind, the Cancer Center sensitively integrates outpatient treatment and support disciplines.

Foothill Surgery Center

We also offer comprehensive outpatient surgery at the Foothill Surgery Center at Sansum Clinic - the largest and most advanced outpatient surgery center in the Santa Barbara area. Our specialty surgeons, anesthesiologists, physicians, and nursing staff work as a coordinated team to offer our community safe, high-quality outpatient surgical care without the need for overnight hospitalization.

Our state-of-the-art equipment provides for less invasive surgical procedures, resulting in minimal recovery time and an enhanced patient experience. Four surgical suites are equipped with the most current technology supporting the ever changing demands of our surgeons and patients.

Our surgeons and staff are specially trained and equipped to perform General Surgery as well as all procedures and operations encompassing the specialties of ENT (Ear, Nose Throat)/ Otolaryngology, Ophthalmology, Orthopedics, Pain Management, Podiatry and Urology.

Foothill Surgery Center at Sansum Clinic is fully accredited by The Accreditation Association for Ambulatory Health Care, Inc. (AAAHC).
We have the resources and connections to serve all of your healthcare needs. As the largest independent not-for-profit healthcare provider between Los Angeles and San Francisco, we provide the full spectrum of services ranging from primary care to more than 30 specialties:

Advanced Care Planning
Allergy & Immunology
Anticoagulation Clinic
Bariatric Surgery Center
Breast Care
Cardiology
Colon & Rectal Surgery
Clinical Research
Dermatology
Diabetes Education
Doctors’ Weight Management Program
Ear-Nose-Throat (ENT) Otolaryngology
Endocrinology
Eye Care
Facial Plastic Surgery & Reconstruction
Family Medicine
Gastroenterology
Health Education
Heart Care
Hospitalist Program
Infectious Diseases
Internal Medicine
Laboratory Services
Lymphedema Therapy
Medical Oncology & Hematology
Nephrology
Neurology
Neurosurgery
Nutrition
Obstetrics & Gynecology
Occupational Medicine
Ophthalmology
Optometry
Orthopedics
Pediatrics & Adolescent Medicine
Physical Therapy
Podiatry
Premier Physical Program
Prescription Pharmacies
Prescription Navigator
Psychiatry
Psychology
Pulmonary & Critical Care
Radiation Oncology
Radiology
Rehabilitation and Extended Care (SNF)
Rheumatology
Social Work Services
Surgery
Travel and Tropical Medicine Center
Urgent Care
Urology
Vascular Surgery

Continued on next page >
Each department offers the advantage of access to the full range of Sansum Clinic resources. These include:

- 23 convenient locations throughout Santa Barbara County
- Outstanding physician care and nursing care
- Choice of numerous primary care and specialty care providers
- Prompt access to specialty care and Urgent Care services
- Coordinated appointment scheduling
- Physicians’ desktop access to our state-of-the-art digital x-ray results
- Comprehensive laboratory services
- Unified medical records (e.g. charts, history)
- 24-hour access to your medical information via MyChart

**Advance Care Planning**

*Advance Care Planning* is a process to plan for a time when you cannot make your own medical decisions and are unlikely to recover from illness or injury.

We offer free Advance Care Planning (ACP) services with an ACP Facilitator who will meet by appointment with patients, families and caregivers to help you:

- Select a qualified healthcare agent to act on your behalf
- Explore your values, goals, beliefs and preferences for your healthcare
■ Understand your current health status and expected course of illness
■ Document name of your healthcare agent and preferences in an Advance Directive
■ Complete a POLST (Physician Orders for Life-Sustaining Treatment) if appropriate
■ Share decisions with loved ones and healthcare providers
■ Record your Advance Care Plan in your electronic health record

Hours: Thursday Afternoons by Appointment Only.
Phone: (805) 681-6599
Location: 317 West Pueblo Street, Santa Barbara

This service is free of charge. Advance Care Planning (ACP) is brought to you in collaboration with Alliance for Living and Dying Well, and with support from the Bower Foundation.

Advance Directives Workshop
Hear a presentation on Advance Care Planning, get one-on-one help with your own Advance Directives document, and have your questions answered.

2nd Monday of each month. 10:00 AM to 12:00 Noon.
Sansum Clinic, 215 Pesetas Lane, Santa Barbara, 3rd floor conference room.

Advance Care Planning workshops are now offered in Lompoc at Lompoc Multi-Specialty Clinic, 1225 North H Street, Lompoc, CA 93436.

RSVP online at sansumclinic.org/classes or call toll-free (866) 829-0909.
The staff at the Health Resource Center at 215 Pesetas Lane can also help you complete the form and discuss other forms or issues related to your healthcare. Call (805) 681-7672 for more information.

The Full Continuum of Care
Our Hospitalists work closely with your healthcare team to ensure compassionate and efficient care in the event that you are hospitalized. A Hospitalist will coordinate your care and keep your PCP and other specialists informed of your care plan and apprised of your progress until you are ready for discharge.

If you are discharged to a skilled nursing facility, providers in our Rehabilitation and Extended Care department will assist you back to the community in full or partial recovery and/or transition to extended care. As part of Sansum Clinic, all of these members of your care team have access to your secure electronic medical record. As your Patient-Centered Medical Home, we are committed to successful management of your transitions of care.
Care Manager

Our Care Manager is a licensed social worker who is uniquely qualified to assist patients in our outpatient clinical setting who could benefit from care management services and support. The Care Manager can help individuals and families meet their emotional, financial and social needs, connecting them to services essential to staying healthy or getting well.

Based on a thorough assessment, the Care Manager will help establish an individualized care plan that provides maximum benefit to the patient. In partnership with your PCP and care team, our goal is to provide a multi-disciplinary approach to a treatment plan that includes other medical staff and outside agencies as needed.

Building a strong, collaborative relationship with your care team will ensure that they can connect you with this valuable resource when and if you may benefit.

To schedule an appointment with the Care Manager, please call (805) 681-7580.

Prescription Navigator Program

Sansum Clinic’s new and innovative Prescription Navigator Program assists patients in managing medications and prescriptions.

This pharmacist-led medication therapy management program ensures the safe, effective, and appropriate use of medications by Sansum Clinic patients.

Our Prescription Navigator is well trained in the therapeutic uses and effects of drugs and can help ensure appropriate medication use, reduce medication-related problems and improve health outcomes. The Prescription Navigator often works with caregivers or family members to give them a better understanding of medications they might help administer, and to guide them with setting up pill boxes for proper adherence to medication therapy. Our electronic medical records give the Prescription Navigator the information needed to assist patients with their therapy through access to provider notes, lab work, and by communicating with providers about any concerns or recommendations.

Physicians refer patients to the Prescription Navigator for one-on-one office visits or telephone consultations, and patients can also self-refer to the program through the Brown Bag Medication Review program.
Brown Bag Medication Review

Patients who take multiple medications or have any medication concerns may benefit from an appointment with the Prescription Navigator to:

- Review all medications to ensure patients understand what has been prescribed and why
- Look for adjustments that may increase the effectiveness of the therapy
- Screen for potential interactions or side effects
- Assure that the medication list is up to date
- Answer medication questions and discuss the risks and benefits of one’s medications with a health professional

For Sansum Clinic patients started on high-risk medications during their hospital stay, our expert pharmacist will meet with patients and/or caregivers at the bedside to ensure they have all of the necessary medications needed upon discharge. The Prescription Navigator will ensure that the patient understands their medication regimen upon discharge from the hospital, as that can be confusing for patients who may be on multiple medications at home.

It can be challenging to obtain insurance authorizations for certain high cost medications. The Prescription Navigator and the Prescription Pharmacy of Sansum Clinic are here to help.

Hours: Monday – Thursday from 9:00 am to 2:00 pm
Location: 317 West Pueblo Street, Santa Barbara
Phone: (805) 692-4MED or (805) 692-4633

This Prescription Navigator Program is free of charge and open to patients of Sansum Clinic.

The program is generously funded by Julie and Jack Nadel.
Diabetes Education

The Sansum Clinic comprehensive diabetes education program provides up-to-date information and support so you can manage your diabetes for the best health possible. Our program is recognized by the American Diabetes Association and gives you the tools and knowledge you need.

Diabetes and Pre-diabetes Basics – offered in English and in Spanish.

- Do you have pre-diabetes or is your blood sugar a little high? This program is your chance to prevent diabetes and to feel better.
- Have you been told you have diabetes? Our program is an excellent update for all people with diabetes and a must for anyone newly diagnosed.

After attending Diabetes and Pre-Diabetes Basics, you can meet with our educators to tailor your care to meet your personal concerns. They will help you to:

- Fine-tune your diabetes management skills
- Use new strategies for preventing complications
- Develop in-depth understanding of meal planning
- Select healthy, enjoyable meals when dining out
- Cope with and reduce stress, minimizing its effect on blood sugar levels
- Incorporate preventive health care habits into your daily routine
- Establish a personal exercise plan for superb blood sugar control
- Feel secure and have fun, with good strategies for travel and parties

For more information or to sign up for a program visit sansumclinic.org/health-and-wellness.

You may also be interested in:

Nutrition Navigator

Our Registered Dietitian Nutritionist leads a monthly discussion for people interested in food, health & longevity. Join this group to:

- Discuss a variety of popular nutrition topics
- Clarify confusion about food
- Learn ways to keep blood sugar, cholesterol and weight in a healthy range
- Meet others with an interest in eating for health and vitality

Free of charge and open to the community.

Nutrition for a Healthy Heart

Join our Registered Dietitian Nutritionist for a discussion on simple steps toward heart health. You will learn:

- What your lab tests mean
- Facts about fats and fiber
- How to choose enjoyable heart-healthy meals at home and dining out
- Most current approaches including Mediterranean Diet and Anti-inflammation Diet

Free of charge and open to the community.
Transferring Records to Sansum Clinic

Are you new to Sansum Clinic? Have you received care at another facility?

We want to ensure the continuity of your care. We request that you transfer your personal health record from other healthcare professionals to your Sansum Clinic provider.

Each healthcare entity has their own specific process for requesting and obtaining your health records. Here are some pointers to help ensure your Sansum Clinic providers have a complete health record for you:

1. Contact the non-Sansum Clinic healthcare organization or physician’s office where you are currently receiving care or previously received care.
2. Let them know you need to obtain a copy of your medical record for another healthcare provider outside of their organization.
3. Ask about any authorization form(s) that may be necessary for you to complete in order to allow their office to release your medical records to you or your Sansum Clinic provider.
4. Complete the form(s), paying close attention to all requested information. Thorough completion of the form(s) will help ensure that your request is processed accurately and promptly. The form may ask you to list which items from your record you’re requesting. It is best to send your complete medical record to us, but the most important items are:
   - Most recent visit/progress note, including H&P
   - Most recent lab/diagnostic imaging result(s)
   - Any discharge summaries, if applicable
5. If the outside provider is able to send your medical record directly to Sansum Clinic, please have it sent to the address below. In some cases, you will need to pick up the medical record. It is always a good idea to make an extra copy for yourself if possible.

Please send your medical records, along with a Medical Records Transfer Form to:

Sansum Clinic Health Information Services c/o ROI Department
89 S. Patterson Ave.
Santa Barbara, CA 93111

Completing this process will ensure that your entire medical record is available to your care team and that you receive the most accurate care from Sansum Clinic.

Questions? Please contact our Health Information Department at: (805) 692-4604 or outsiderecords@sansumclinic.org and a representative will be glad to assist you.
Insurance Plans & Health Networks

As our community’s largest non-profit, outpatient healthcare provider, we provide equal access for all patients regardless of their insurance status.

We accept Medicare, many Medicare Advantage Plans, Medicare Part D, CenCal Health Plans, many HMO plans, many PPO plans, some EPPO plans, some EPO plans, many Mental (Behavioral) Health Plans, some Vision and Eyewear Plans, and many Workers Compensation Plans. Sansum Clinic is pleased to be included in the individual exchange/non exchange network for Anthem Blue Cross and small group exchange/non exchange network for Health Net. Please visit our website for a comprehensive list of Frequently Asked Questions about Covered CA and other insurance exchange networks at www.sansumclinic.org/insurance-plans-healthcare-networks. You can also visit Anthem Blue Cross, Health Net or Covered California online for more information.

At each visit, you should:

- Bring picture identification and any insurance cards
- Stop at the Registration desk
- Update your registration information
- Pay your co-payment, deductibles, and/or coinsurance at that time
- Provide insurance information from your health plan ID card

It is imperative that you also provide updated information to Sansum Clinic whenever:

- You receive a new insurance identification card
- You are assigned to another provider group (HMO) not affiliated with Sansum Clinic
- You select a new Primary Care Provider (PCP)
- Your address, name, or phone number changes, and/or
- If you are in an EPPO or EPO plan with no out-of-network benefits

Insurance plan coverages and contracts are always subject to change. It’s important that you get confirmation of plan details directly from the insurance company, your benefit administrator or your broker as is appropriate to find out if Sansum Clinic is a provider under your specific plan before making a decision.

Plan Types

- Health Maintenance Organization (HMO)
- Preferred Provider Organization (PPO)
- Exchange/Non-Exchange Individual and Small Group Plan (EPPO)
- Exclusive Provider Organizations (EPO)
- Medicare Advantage Plans (HMO, PPO, Pharmacy, Resources)
- Other Government Plans
- Medi-Cal HMO Plans
- Other Publicly-Funded Health Plans
- Mental (Behavioral) Health Carveout
- Workers Compensation
- Eyewear and Refractions

Some examples of our plans are listed on the following pages.
Individual Medicare Plan Options

Please visit www.Medicare.gov for enrollment dates and other information.

Medicare Options at Sansum Clinic:

- AARP MedicareComplete Secure Horizons (formerly known as Secure Horizons by United Healthcare); Members: (800) 950-9355  Non Members: (800) 547-5514
- For patients living outside of Santa Barbara County, we accept Anthem Medicare Preferred Standard PPO Plans (formerly known as Blue Cross Freedom Blue PPO)
- No Medicare Advantage PPO products are sold to individuals in Santa Barbara/Lompoc for 2016, but an individual or retiree may access care at Sansum Clinic if their plan is on our PPO list. (i.e. PERS United Medicare Advantage PPO.)

Sansum Clinic recommends the following resources for assistance in understanding your Medicare options:

- Health Insurance Counseling and Advocacy Program (HICAP) for free unbiased Medicare counseling; www.cahealthadvocates.org/HICAP;  (800) 434-0222

Individual Exchange/Non-Exchange Plan Options

Please visit CoveredCA.gov for enrollment dates and other information.

Individual Plan Options at Sansum Clinic:

- Anthem Blue Cross - Exchange/Non-Exchange (narrow) Provider Organization (EPPO)

Small Group Exchange/Non-Exchange Options

- Health Net Small Group - Exchange/Non-Exchange (narrow) Provider Organization (EPPO, EPO)
  - PureCare One EPO Plan
  - PureCare Health Care Services Plan (HSP)

Santa Barbara County Department of Social Services

Please visit the website at www.countyofsfb.org/social_services

- You may qualify for premium assistance (only available on exchange)
- You may qualify for low cost Medi-Cal in which case your application is automatically sent to S.B. County
- You may apply for Medi-Cal anytime at the Department of Social Services
- You may qualify for other programs offered by the County of Santa Barbara (i.e. Tobacco Settlement (TS), MADDY, Ryan-White (HIV/Aids related programs, and ICP (Indigent care program)
- Local Hospitals also assist their patients if no insurance as they have Presumptive eligibility programs in which to enroll patients in need of health care coverage

Sansum Clinic recommends the following resource for assistance in understanding your Exchange Plan options:

- CoveredCA.gov

Please visit www.sansumclinic.org/insurance-plans-healthcare-networks for more information.
Support and Information for Uninsured Patients

Sansum Clinic has developed an array of resources for patients, families and caregivers about potential sources of insurance coverage to raise patient awareness of the availability of public health insurance and financial support for care needs.

A Care Manager, a licensed social worker, can help connect uninsured patients to healthcare and behavioral care programs that you may benefit from that are available throughout the community, County and/or State. The Care Manager can provide you a list of services, help secure appointments and offer tools for you to communicate your needs better.

Medi-Cal HMO Plans

Sansum Clinic accepts CenCal Health, a Medi-Cal HMO only, from Santa Barbara County and San Luis Obispo County.

CenCal Health provides coverage at Sansum Clinic for specialty care upon referral (RAF) and/or a treatment authorization request (TAR) for facility services from patient’s Assigned Primary Care Physician. We can accept primary care assignment for CenCal Health. Please check directly with CenCal Health to find out if your Primary Care Provider is open to new CenCal patients.

In-Person Health Plan Assistance

For basic assistance about health plans, Sansum Clinic offers:

Health Resource Center
215 Pesetas Lane, First Floor
(805) 681-7672
Monday – Thursday 9:00 am to 4:00 pm
Friday 9:30 am to noon

Online Health Plan Assistance

You can access comprehensive information about health plans accepted at Sansum Clinic online at www.sansumclinic.org/health-plans.
State and National Recognition – Standards of Excellence

Sansum Clinic is held to the highest standards of healthcare and is proud to have garnered recognition, accreditation and awards from national and state agencies:

- CAPG Standards of Excellence Survey “Elite” status
- California Office of the Patient Advocate Rating: Highest Overall on the Central Coast for meeting national standards of healthcare
- Integrated Healthcare Association Certificate of Outstanding Performance for patient experience
- Integrated Healthcare Association 4.5 of 5 stars for Medicare Advantage, Clinical Quality
- Integrated Healthcare Association Certificate of Outstanding Performance for diabetes management
- Echocardiography Lab accredited by Intersocietal Commission for the Accreditation of Echocardiography Laboratories (ICAEL)
- American Diabetes Association (ADA) recognition for Diabetes Self-Management Education Program
- Bariatric Center of Excellence designation by American Society for Metabolic and Bariatric Surgery (ASMBS)
- Doctors’ Weight Management Program Gold Standard Award from HMR
- American College of Radiology (ACR) Accreditation for US, Stereotactic Breast Biopsy, MRI, CT, and PET/CT
- American College of Radiology (ACR) Mammography Quality Standards Act (MQSA) – State and Federal accreditation for all mammography
- Breast Care Alliance accredited by the National Accreditation Programs for Breast Centers (NAPBC)

Accreditation

Sansum Clinic is accredited by the Institute for Medical Quality

Sansum Clinic is one of an elite number of ambulatory care facilities that voluntarily seek Institute for Medical Quality accreditation, as part of our commitment to providing high quality healthcare and a safe environment for our patients.
Sansum Clinic Locations  

Santa Barbara  

All phone numbers are in the 805 area code

Sansum Clinic, Pueblo Multi-Specialty  
317 W Pueblo St, Santa Barbara, CA 93105  681-7500
Anticoagulation Clinic  898-3070
Bariatric Surgery Center  898-3472
Cancer Center of Santa Barbara  898-3270
Laboratory, Pacific Diagnostic Laboratories  879-8100
Premier Physical Program  898-3202
Prescription Pharmacy at Sansum Clinic  563-6133
Travel and Tropical Medicine Center  898-3530

Sansum Clinic, Pesetas Multi-Specialty  
215 Pesetas Ln, Santa Barbara, CA 93110  681-7500
Facial Plastic Surgery & Aesthetics  681-7844
Health Resource Center  681-7672
Health Education Department  681-8976
Laboratory, Pacific Diagnostic Laboratories  879-8100
Prescription Pharmacy at Sansum Clinic  563-6133
Urgent Care  563-6110

Sansum Clinic, Hitchcock Pediatrics  
51 Hitchcock Wy, Santa Barbara, CA 93105  563-6100
Pediatrics – Appointments only  563-6211
Doctors’ Weight Management Program  563-6190
Rehabilitation & Extended Care  563-6180

Please note: Urgent Care relocated to 215 Pesetas Lane in August 2016

Cancer Center of Santa Barbara with Sansum Clinic  
300 West Pueblo St, Santa Barbara, CA 93105  682-7300
Radiation Oncology  
Nuclear Medicine  
Support Services  

540 West Pueblo St, Santa Barbara, CA 93105  563-5800
Hematology & Medical Oncology  
Support Services  
Research  
Wellness  
Cancer Resource Library

Pulmonary/Critical Care Medicine  
301 W Pueblo St, Santa Barbara, CA 93105  898-3400

Obstetrics & Gynecology  
515 W Pueblo St, Santa Barbara, CA 93105  681-8911

Optometry & Optical Shop  
29 W Anapamu St, Santa Barbara, CA 93101  681-8950
Optical Shop  681-8980

State Street Family Medicine  
1919 State St, Ste 307, Santa Barbara, CA 93101  563-6120

Psychiatry & Psychology  681-7517
1525 State St, Ste 103, Santa Barbara, CA 93101

Physical Therapy  
27 E Canon Perdido St, Santa Barbara, CA 9310  681-1711

Sansum Clinic, Corporate Office  
470 S Patterson Ave, Santa Barbara, CA 93111  681-7700
Philanthropy Department  681-7726

Human Resources and Business Services  
5330 Ekwill St, Santa Barbara, CA 93111  
Human Resources  681-1745
Managed Care Referral  681-7594
Patient Accounts/Billing Department  681-1760
Foothill Medical & Surgery Center
4151 Foothill Rd, Building A, Santa Barbara, CA 93110
681-8950

Elings Eye Center
4151 Foothill Rd, Building B, Santa Barbara, CA 93110
681-8950
Ophthalmology 681-8950
LASIK Eye Care Center 681-8951
Pediatric & Ocular Motility Center 681-8950

Goleta
Goleta Family Medicine
122 S. Patterson Ave, Santa Barbara, CA 93111
Suite 131 681-1777
Suite 230A 681-1733
Suite 230B 681-1744
Occupational Medicine
101 S. Patterson Ave, Santa Barbara, CA 93111 898-3311

Carpinteria
Sansum Clinic, Carpinteria
4806 Carpinteria Ave, Carpinteria, CA 93013 566-5080
Family Medicine
Same Day Appointments 566-5000

Lompoc
Sansum Clinic, Lompoc Multi-Specialty
1225 N H St, Lompoc, CA 93436 737-8700
Family Medicine/Internal Medicine 737-8700
Laboratory 737-8790
Hematology & Medical Oncology 737-8680
Pediatrics 737-8760
Physical Therapy 737-8740
Urgent Care 737-8786
Lompoc Obstetrics & Gynecology
1017 E Ocean Ave, Ste A, Lompoc, CA 93436 737-8624

Solvang
Sansum Country Clinic
2027 Village Ln, Ste 102, Solvang, CA 93463 688-3440
Cancer Center of Santa Barbara with Sansum Clinic
2040 Viborg Rd, Ste 140, Solvang, CA 93463 686-5370
Hematology & Medical Oncology
Rheumatology

Santa Maria
Dermatology Associates of Sansum Clinic
1414 S Miller St, Ste H, Santa Maria, CA 93454 349-7576