



CALIFORNIA DERMATOLOGY CARE

California Dermatology Care
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UPDATED

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Dear Patients of California Dermatology Care:

We would like to take this time before the holidays to extend our joint gratitude for entrusting us to take care of medical and aesthetic skin needs for your family. For those who are new to our practice, we welcome you to the family of California Dermatology Care at San Ramon, Hercules, and soon Livermore (est summer 2018).

As we plan for 2018, we would like to remind you of possible changes of your insurance network next year. *John Muir Physician Network (JMPN) HMO apparently will remain independent but with affiliation with Hills Physician HMO as of January 2018.* If you choose to stay with HMO, please take note that we are part of HMO networks of John Muir Physician Network (JMPN), John Muir Health (new entity), Hills Physician (new for California Dermatology Care starting 2018), Affinity, and Sutter East Bay and Alta Bates, basically covering most if not all of non-MediCal HMO plans offered in the East Bay. It is important for you to reach out to your primary care physician in January to ascertain you have referral to be seen our office if you have Hills Physician HMO or John Muir Health. There is no change if you have Medicare or PPO plans. We are part of Anthem Blue Cross PPO plans but not those sponsored by Covered California (Obamacare) plans. If you choose to go with Covered California (Obamacare) plans, you should consider Blue Shield or Healthnet PPO plans which we currently participate.

We also like to remind you that most of us have a very small window this month to work with Human Resource department of our employers *to set up pre-tax Flexible Spending Accounts (FSA) or Health Saving Accounts (HSA) for 2018* so skin care products or medically necessary procedures (even those with dual cosmetic benefits) may be applied to achieve tax saving in accordance to your tax bracket.

Lastly, as some of you may know and have experienced, due to significant phone call volume, we have worked with a 3rd party phone call center to help triage messages and appointment requests. This is a system that is far from perfect and to facilitate a more efficient channel of

communication (e.g. make request for appointments, medication refills, billing issue), we strongly encourage that you email staff@caldermcare.com or better yet, create account with our new online Patient Portal (via link on our website) or type in <https://www.mypatientvisit.com/#/login?practiceID=JPPUOA>

Even you have previously created an account with our *older* patient portal, you will still need to create new account to access our upgraded patient portal. For established patients whose email and date of birth are in our system, you can create an account using your email. For new patients or established patients whose email and date of birth we do not have in the system, you will need to provide both information (email and date of birth) to our staff or utilize the old username and password (by clicking 'or register by username' link next to email) or ask a security code to be provided by emailing staff@caldermcare.com. *Please rest assured that all information provided via MyPatientVisit.com portal is kept confidential, secure, and HIPAA compliant.*

We warmly wish you and your family wonderful upcoming holiday season. Please email staff@caldermcare.com or call the office at 925-328-0255 if you have any questions. We look forward to take personal care of your medical and aesthetic skin care needs.

Sincerely Yours,

William Ting, MD, Medical Director of California Dermatology Care

Ingrid Freeny, MD, Director of Women's Wellness Center

Annie Callahan, PA-C

Carey Cano, PA-C

Kathy Dao, PA-C

Jessica Man, PA-C

Anh Nguyen, PA-C