

Facey facts

Fall 2011

Mission Hills Construction Update

THE WALLS HAVE GONE UP AND MUCH MORE IS IN STORE

THE WALLS ARE up at the construction site of our new Mission Hills office! Slated to open in Fall of 2012, this new 123,000 square-foot office will provide our team with a modern and environmentally efficient facility in which to provide health services to the community.

The new office is designed around the idea of providing timely care to our patients. All clinical services will be housed in one building instead of two to create a “one-stop shop.” Each floor will have its own lab station and a centralized reception area for certain departments.

The building’s design draws in plenty of natural light, creating a warm and healing environment. The Main entrance will feature a covered patient drop-off area and the entire building will offer complimentary Wi-Fi internet access to visitors. The office will also have a Good Neighbor-affiliated pharmacy on the ground floor.

Patients can look forward to a larger Urgent Care Center and expanded facilities for both primary and specialty care, with room for up to 70 providers (there are currently 56 working in Mission Hills). And as part of our effort to build Los Angeles County’s first large-scale LEED Silver® outpatient medical office, we are working to recycle a total of 95% of the old Verizon building that was previously on the site.

CONSTRUCTION PROGRESS

Using a “tilt-up” method, the entire external shell of the new building was raised and set into place during July. In August, crews began the internal steel framing and started pouring cement into carefully placed steel decking to create the 2nd and 3rd floors of the building.

The building exterior will change dramatically at the end of the year when crews begin the process of landscaping and applying stucco to the exterior. Work will start at the end of December with crews pouring the site concrete and installing environmental lighting.



Construction is currently on track for our anticipated Fall 2012 opening. We invite you to read more about the building’s progress on our Mission Hills construction web page at: <http://www.facey.com/Mission2012>

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Meet Our New Providers

WE'D LIKE TO introduce the latest group of Facey providers who have recently joined or are about to join our care teams. We have made a concerted effort this Summer to recruit a talented and diverse group of people, which we hope will improve your access to care at several of our clinics. Each of them is highly skilled and ready to help you however they can. Please join us in welcoming them!

MISSION HILLS

MONA GHOBRIAL, MD

FAMILY MEDICINE

Dr. Ghobrial recently returned to Southern California from North Carolina, where she practiced medicine since 2009 after finishing her residency programs in family medicine and psychiatry at Pitt County Memorial Hospital in North Carolina. Prior to her residency, she did allergy & asthma research in Los Angeles. She is Board Certified in family medicine and is fluent in English and Arabic.

LILIANA GUADRON-HERNANDEZ, PA

INTERNAL MEDICINE

Liliana has worked as a PA for nearly ten years, most recently at the Mission Hills Family Medical Clinic. Additionally, she works as a Medical Mentor to students at the Samuel Dixon Clinic. Liliana Guadron-Hernandez is fluent in English and Spanish.



MARIE-ANGE SOUMAH, DO

OBSTETRICS & GYNECOLOGY

Dr. Soumah is a graduate of Western University of Health Sciences in Pomona who worked in Ventura County for the last five years. She did her residency at UCLA Kern Medical Center in Bakersfield and is Board Certified in obstetrics & gynecology. She specializes in vaginal surgery and is dedicated to women's health. Dr. Soumah speaks English, Spanish, French, Lingala and Kikongo fluently.



MOHSEN TABRIZI, MD

INTERNAL MEDICINE

Dr. Tabrizi is a Board Certified internist who has been practicing in California since 2009. Prior to that he completed a three-year residency program at Kingsbrook Jewish Medical Center in New York. He finished his medical education in Iran and had a medical practice there for several years before moving to the U.S. in 2003. Dr. Tabrizi enjoys playing sports and he speaks English and Farsi fluently.

MISSION HILLS & PORTER RANCH

HAMID NASSERI, DO

PULMONARY MEDICINE

Dr. Nasserri recently completed fellowships in both critical care & pulmonary medicine at the University of Medicine & Dentistry of New Jersey. He studied neuroscience at UCLA before earning his medical degree. He is Board Certified in internal medicine & pulmonary medicine. He speaks English and Farsi.



MISSION HILLS & VALENCIA I

RAFID KOUZ, MD

ONCOLOGY & HEMATOLOGY

Dr. Kouz spent several years practicing medicine in New Zealand and Iraq prior to coming to the United States in 2001. He completed supplemental training at Stroger Hospital in Chicago and worked there as an attending physician until 2009. While there, he did research on lung cancers and the differing responses to treatment for Hodgkins Lymphoma by various ethnic groups. Dr. Kouz speaks English and Arabic fluently. He is Board Certified in internal medicine and medical oncology.



ANITA DOWDY, NP

URGENT CARE (PEDIATRIC)

Anita comes to Facey from the UCLA Department of Cardiothoracic Surgery, where she worked with pediatric patients before and after surgery. Prior to that she worked as an administrative nurse in the intensive care unit of the Mattel Children's Hospital at UCLA Medical Center. Anita is a Certified Pediatric Nurse Practitioner and earned both her bachelor & masters degrees in nursing from UCLA. She specializes in pediatric acute care and speaks English fluently.



Say Hello to Facey connect

NORTHRIDGE

VIVIANA IONESCU-TIBA, M.D.

FAMILY MEDICINE

STARTS 10/1/11

Dr. Ionescu-Tiba recently moved from North Boston, where she helped to start a four-physician practice. She practiced medicine for ten years in Romania before moving to Boston in 1997 to finish her residency at Boston University Medical Center. She is Board Certified in family medicine and has interests in complimentary medicine, women's health and adolescent medicine. Dr. Ionescu-Tiba speaks English and Romanian fluently as well as some Italian.



VAHE MOORADIAN, MD

FAMILY MEDICINE

Dr. Mooradian is a SoCal native who started out as a graphic designer and switched careers in 1997 to pursue a medical degree. He recently finished his residency program at Geisinger Health System in Pennsylvania, where he has served as Chief Resident since 2010. Dr. Mooradian is fluent in English, Armenian and Farsi.



VALENCIA 1

ELAINE MAE HOLLERO, MD

FAMILY MEDICINE

Dr. Hollero recently completed a multi-disciplinary internship & residency program at Heritage Valley Health System in Beaver, PA. Prior to that, she practiced medicine in the Philippines for six years after earning her medical degree in 2001. Dr. Hollero speaks English, Filipino & Hiligaynon (Ilonggo). She and her husband love spending time at the beach.



HOSPITALISTS

TEVAN OVSEPYAN, DO

INTERNAL MEDICINE

Dr. Ovsepyan is a native Californian who recently finished his residency at Huntington Memorial Hospital. He is a graduate of the Touro University College of Osteopathic Medicine in Nevada and has conducted research on the advantages of using modernized electronic medical records to improve patient health. Dr. Ovsepyan speaks English and Armenian fluently. He is also an avid fan of world history, sports and gardening.



THIS FALL, we will roll out a new interactive service on Facey.com that allows you to access your health information in an exciting new way. It's a "patient portal" called FaceyConnect, and we hope you will find that it makes managing your health care easier!

We will roll out this service to patients in phases, based on who your primary physician or nurse practitioner is. Here's a preview of the features that will be available through FaceyConnect:

Appointment Request, Cancellation & Review

FaceyConnect allows you to request a new appointment with your physician, review a list of upcoming appointments already scheduled, and cancel upcoming appointments if they are no longer necessary or convenient.

Secure Messaging with your Facey Provider

With FaceyConnect you can exchange secure, confidential messages with any of your Facey physicians, nurse practitioners or physician assistants. Sending a message is easy and we will notify you via e-mail when they have replied.

Prescription Review & Refill Request

With FaceyConnect, it's easy to review a list of your current and past prescription medications. You can also request refills on medications that you are close to running out of. Some medications require us to schedule an office visit before they are refilled.

View Lab Test Results and Vital Statistics

You can view lab test results as soon as they are added to your medical record. If the test is routine, you may see a graph detailing the history of your test results. This graphing feature is also available for certain vital information, including heart rate, blood pressure and weight.

E-mail, Fax, Print or Save Your Health Record

We want you to have your health information at your fingertips, so FaceyConnect allows you to make a copy of your electronic health record with a few mouse clicks. Choose from e-mail, fax, print or save.

And More Features to Come Soon

After FaceyConnect is rolled out to all of our patients, we will begin testing new features and services to make the service even better. Stay tuned!

Major Updates Arrive at Healthwise Library on Facey.com

YOUR BEST RESOURCE for health information and advice is now better than ever before, thanks to a major update to the Healthwise section of Facey.com in August. Here's a rundown of the additions:

NEW HEALTH AND DISEASE TOPICS

- Change a Habit by Setting Goals
- Choosing a Health Care Provider
- Dealing With Negative Thoughts
- Exercising While Sitting Down
- Healing Through Humor
- Hip Fracture Repair (Hip Pinning)
- Swimmer's Itch
- Understanding Health Insurance
- Unplanned Weight Loss

ENHANCED CONTENT

- Low Back Pain
- Mind-Body Wellness



NEW LEARNING CENTERS

- Genetic Conditions
- Mental and Behavioral Health

NEW MEDICAL TEST TOPICS

- Neuropsychological Tests

Find all these tools and more at:
<http://www.facey.com/healthwise>

Please remember that this information was developed by Healthwise to assist you in managing your health, but does not replace the advice of a physician.

Secrets to Longevity? Just Ask Marion

AT AGE 93, Facey patient Marion Dugan knows a thing or two about how to live healthy and enjoy life. We asked for her secret to a fruitful life, and here is what she said:

ALWAYS HAVE FUN

"Having fun is the best advice I can give," she says. "Always look on the bright side, and remember that most of your worries will never happen. And don't argue with your loved ones. If there's a problem, talk things out calmly."

STAY INVOLVED IN YOUR FAMILY

"I'm busy as a hoot," says Marion. "We have four children, fourteen grandchildren, and twelve great-grandchildren. And they're all doing extraordinary things. Just being in their lives is exciting! I e-mail each one almost daily, with stories, jokes or pictures."

TAP INTO YOUR CREATIVITY

Marion has been in several movies and writes for the Motion Picture Mothers' Club. She's also writing a screenplay and two books. "The dining room table is covered with projects," she says.

FIND ADVENTURES WHEREVER & WHENEVER YOU CAN

"You don't have to travel to find the adventures that keep us young. Right in your own city you can seek out interesting people, listen to their stories, and share a laugh. Boredom is a dirty word!"

Still Facey After All These Years

FOR 88 YEARS, 92 year-old Facey patient Edwin Kidder has counted on the Facey family to keep him healthy. He has the distinction of being Dr. Fredrick Facey's first surgery patient in the Valley— At age four, Edwin saw Dr. Facey to have his tonsils removed.

"Being a little kid, I wasn't too gung ho about having any kind of surgery at all," he recalls. "Dr. Facey said, 'I'll tell your parents that you should have all the ice cream you can eat if you're a good boy through this.'"

The Kidders truly were part of the Facey family, sharing their lives with the physicians both inside and outside of the office. Edwin's parents owned the local grocery store and were close friends with Dr. Facey's family.

Edwin was also good friends with two of Dr. Facey's earliest partners, Dr. Ed Sudlow and Dr. Paul Seiter. He used to bowl with Dr. Sudlow, and he and his wife were members of the dance group The Starlighters with Dr. Seiter and his wife.

These days, Edwin and his wife see Dr. Jeffrey Lee and are still as happy as ever with their Facey doctors. "We've been through quite a few of them," he laughs, "and they've all been great to us."



Learn together! Bring friends to a free education class.

Visit us online at www.facey.com/education for a list of upcoming free classes along with the most current location, date and time information or call us toll-free: **866-837-5605**

It's That Time Again!

MEDICARE OPEN ENROLLMENT IS ALMOST HERE



WHAT YOU NEED TO KNOW FOR 2012

In the fall of 2011, the Annual Enrollment Period (AEP) to join a Medicare Advantage Prescription Drug Plan (MAPD) is between Oct. 15, 2011 and Dec. 7, 2011. If you make a change during this period, your new coverage will begin January 1, 2012.

Be prepared to receive plenty of information about your various choices. Facey contracts with most of the MAPD plans and you can see a current list of them on our website at: <http://www.facey.com/insurance>

These plans cover services that may not be covered by Medicare. Choosing one of these plans means that you have little or no monthly premium other than the monthly cost for Medicare. The plans also include prescription drug coverage, with co-payments for brand and generic covered drugs.

WHAT DO I DO IF I AM ALREADY ENROLLED?

If you are already enrolled in an MAPD plan and are satisfied with the benefits they are offering in 2012, simply do nothing and your coverage will continue.

You also have the option of choosing a Medicare Supplement plan. These plans do have a monthly premium in addition to your cost for Medicare, and you may still need to purchase an additional Prescription Drug Plan (PDP) to cover the cost of prescriptions. Facey also accepts most of the Medicare Supplement plans available to you.

Your last option is to choose straight Medicare, however Medicare does have some out-of-pocket costs for services and you should still purchase a PDP for your prescription coverage.

Still Confused? Have questions? Call your Facey Marketing Team at (818) 837-5755.

How to choose the plan that's best for you

Do you take a lot of prescription drugs?
Find the plan that covers all of your drugs without restriction at the lowest cost.

Do you have monthly visits to the lab?
Look for plans that have little or no co-payment for these tests.

Are you usually hospitalized each year?
Check which plans have the lower daily co-payment for inpatient care.

MARK YOUR CALENDAR WITH THESE IMPORTANT DATES!

September 2011: Compare your coverage with other available options to see if there's a better choice available for you.

October 15, 2011 - December 7, 2011: You can make changes to your Medicare health or prescription drug coverage for 2012.

January 1, 2012: Your new Medicare health or prescription drug coverage will go into effect.

Come and hear about your options for health care coverage and prescription drug coverage as a medicare recipient at these events:

October 19
Topanga Plaza Food Court
6600 Topanga Cyn Blvd
Canoga Park
9:00 a.m.

October 26
Santa Clarita Senior Center
22900 Market St.
Santa Clarita
1:00 p.m.

October 21
The Village at Northridge
9222 Corbin Ave, Northridge
1:30 p.m.

Our Commitment To You and Your Care

FACEY MEDICAL GROUP IS A CARING AND INNOVATIVE TEAM DEDICATED TO ENTHUSIASTICALLY IMPROVING THE QUALITY OF LIFE AND HEALTH OF THE PEOPLE WE SERVE. WE BELIEVE THAT YOU, AS OUR PATIENT, HAVE CERTAIN RIGHTS:

- 1) You have the right to receive appropriate access to treatment.
- 2) You have the right to know the names and responsibilities of all health care professionals caring for you.
- 3) You have the right to be treated with respect, recognition of your dignity and right to privacy.
- 4) You have the right to receive treatment that is appropriate and consistent with your medical needs.
- 5) You have the right to receive information about Facey Medical Group, its services, practitioners and providers, and members' rights and responsibilities.
- 6) You have the right to participate with practitioners in decision-making regarding your health care.
- 7) You have the right to candid discussion of appropriate or medically necessary treatment options for your condition regardless of cost or benefit coverage.
- 8) You have the right to voice complaints or appeals about Facey Medical Group or the care provided.
- 9) You have the right to receive clear and complete information about your condition and care, including explanations of procedures, tests, treatments and alternatives (including risks and benefits), in order to give informed consent or refuse treatment.
- 10) You have the right to receive a timely response to any reasonable service request.
- 11) You have the right to confidential handling of all communications and medical information maintained at Facey, as provided by law and professional medical ethics.
- 12) You have the right to be represented by parents, guardians, family members or other conservators if you are unable to fully participate in your treatment decisions. These rights will apply to them as well.
- 13) You have the right to make recommendations regarding Facey's member rights & responsibilities policy.
- 14) You have the right to access services & information in an alternative format and in any language that is prevalent among Facey patients.

WE ALSO BELIEVE THAT YOU, AS OUR PATIENT, HAVE CERTAIN RESPONSIBILITIES WHEN RECEIVING CARE FROM FACEY MEDICAL GROUP:

- 1) You have the responsibility to be accurate and thorough when providing information about your medical history that Facey and its practitioners need in order to care for you.
- 2) You have the responsibility to ask for clarification about any aspect of your care which you do not fully understand and to participate in developing mutually agreed upon treatment goals.
- 3) You have the responsibility to follow the agreed upon plans and instructions for your care.
- 4) You have the responsibility to notify your health care provider if you notice any change in your health.
- 5) You have the responsibility to extend reasonable courtesy toward all health care providers during the treatment process.

Facey Utilization Management Policy

Facey Medical Group will disclose a list of contracting providers to HMO members, upon request. Utilization Management (UM) policies, procedures, medical clinical guidelines and criteria are disseminated to patients and practitioners upon request.

The materials provided to you are the guidelines used by the medical group to authorize, modify or deny care for persons with similar illnesses or conditions. These medical guidelines and/or criteria do not constitute the standard of care. Specific care and treatment may vary depending on the individual need and benefits covered under your contract.

All UM decisions are based on appropriateness of care and service. Facey Medical Group/Foundation does not compensate practitioners for individual denials, nor do we offer incentives to encourage denials.

Facey Medical Group/Foundation does not have financial incentives that would encourage decisions which would impact under/over-utilization of care, service or available member benefits.

For questions or concerns that are Utilization Management related only, patients can call our UM department collect at (818) 837-5660.

The 2011-12 Flu Season is Coming!

GET YOUR VACCINE AT ANY FACEY PRIMARY CARE OFFICE THIS FALL

Influenza (the flu) is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. Flu season in the U.S. occurs in the fall and winter.

The best way to prevent the flu is by getting vaccinated each year. The CDC recommends that everyone 6 months and older get their yearly flu vaccine as soon as they become available. A single dose of the 2011-2012 flu vaccine will protect against the three influenza viruses that research indicates will be most common during the season. This includes an influenza A (H1N1) virus, an influenza A (H3N2) virus, and an influenza B virus.

For this upcoming flu season, Facey will provide flu shots to our patients at each of our primary care locations. Each site will have a schedule for walk-in flu shots. We anticipate that these walk-in clinics will run from October through December. The vaccine will also be available for patients who have a scheduled visit with their primary care physician or OB/Gyn at the offices listed to the right.

Please call the Facey Flu Vaccine Hotline at (818) 837-5832 after September 20, 2011 for more information. We will update this line as we receive our vaccine and distribute it to our offices.

For more information about the 2011-12 flu season, visit <http://www.cdc.gov/flu>



YOU CAN GET YOUR 2011-2012 INFLUENZA VACCINATION AT ANY OF THESE FACEY OFFICES:

CANYON COUNTRY

17909 W. Soledad Cyn Rd.
Canyon Country, CA 91351

SAN GABRIEL

207 S. Santa Anita St.
San Gabriel, CA 91776

COPPER HILL

27924 Seco Canyon Rd.
Santa Clarita, CA 91350

SIMI VALLEY

2655 First St.
Simi Valley, CA 93065

MISSION HILLS

11211 Sepulveda Blvd.
Mission Hills, CA 91345

And also at:

The Women's Center
11165 Sepulveda Blvd.
(OB Patients only)

VALENCIA I

26357 McBean Pkwy.
Valencia, CA 91355

VALENCIA II

(OB patients only)
25755 McBean Pkwy.
Valencia, CA 91355

NORTHRIDGE

18460 Roscoe Blvd.
Northridge, CA 91324

PORTER RANCH PLAZA

19950 Rinaldi St.
Northridge, CA 91326



Facey Anti-Discrimination Policy

Facey Medical Group's provision of health services is not influenced by member race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical condition, sexual orientation, claims experience, medical history, evidence of insurability (including conditions out of acts of domestic violence), genetic information, or source of payment.

Compliance with this anti-discrimination policy will be monitored by the Corporate Compliance Officer and the Medical Director.

Live Healthy! Go Green!

Facey gives you the option to receive your copy of our patient newsletter by e-mail instead of in your mailbox! Sign up online at: <http://facey.com/faceyfacts>

Facey *facts*

FALL 2011

Non-Profit Org.
U.S. Postage
PAID
Van Nuys, CA
Permit 193



Marketing & Customer Service Dept
15451 San Fernando Mission Blvd
Mission Hills, CA 91345
WWW.FACEY.COM

Your Facey Statement Has A New Look.

INTRODUCING A REVAMPED PATIENT STATEMENT WITH MANY NEW FEATURES

Good news.

We've made some big improvements to your Facey billing statement.



In June, Facey introduced a completely redesigned account statement that is easier to read and better organized. In order to assist people with reading the new statement, we included a brochure that detailed all of the major changes.

The brochure is also available online and at our clinical sites in English and Spanish in order to raise awareness of the new format. Facey's Patient Accounts Manager notes that response to the new format has been very positive.

"We've received some great feedback," she says. "People can read their statement much more easily and we are hearing from many happy patients as a result. They like that they can see what they're being billed for more clearly now."

The back page of the new statement provides a helpful glossary of terms that many patients have reported is a helpful addition. People can see their current health information on record and report any changes that need to be made.

"People love it," says the department's Customer Service Lead. "Calls are being handled very quickly and it is easier for us to go over charges with them on the phone because we both see the same thing."

SEE THE CHANGES ONLINE AT: WWW.FACEY.COM/STATEMENT

BILL QUESTIONS? CALL (877) 322-3963