

Heritage

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Accessibility & Service Information



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Heritage Sierra Medical Group
25775 McBean Pkwy #106,
Valencia, CA 91355



Award-Winning Healthcare

- Our promise to you is comprehensive, quality healthcare.
- Founded in 1984, Heritage Sierra Medical Group joined Heritage Provider Network in 2008; **one of the largest physician-owned healthcare networks in the United States.**
- Heritage Sierra Medical Group serves the communities of **Palmdale, Lancaster** and **Santa Clarita** with recognition as a **5-star rated medical group.**
- As an industry leader in **doctor-led healthcare**, we offer personalized and managed care for: pediatric, adult, and senior members.



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OPEN ME: IMPORTANT HEALTHCARE INFORMATION ENCLOSED

Welcome to Heritage Sierra

Welcome to Heritage Sierra Medical Group - your primary and specialty care network with 450+ local providers.

Our Commitment to You

Empower your relationship with health through a modern approach to concierge care.

Comprehensive Care Plans

Your care team will prepare a personalized care plan to optimize your health in wellness, chronic condition management, lifestyle, nutrition, movement and more.

Innovative Technology & Diagnostic Testing

Experience in-depth diagnostic testing and analysis for a thorough review of your health.

Your Care Team Dedicated Care Support

Connect with your care team for all aspects relating to your health.

At Heritage Sierra Medical Group each member receives a dedicated care team to accomplish your health goals.

Member Services

Your resource for all questions relating to care.

(661) 273-7346

Care Advocates

Discuss health coverage information with our care advocates.

Care Management - Chronic Condition Care

Review your personalized care plan with a care manager.

(661) 480-2022

Urgent Care Centers Local In-Network Partners

Heritage Sierra Medical Group, Lancaster 44469 10th Street West, Lancaster, CA 93534	(661) 945-9411
Heritage Sierra Medical Group, Palmdale 38636 Medical Center Drive Suite C, Palmdale, CA 93551	(661) 273-9550
AFC Urgent Care 19042 Soledad Canyon Rd, Santa Clarita, CA 91351	(661) 376-8429
Henry Mayo Urgent Care 23929 McBean Pkwy Unit 102, Valencia, CA 91355	(661) 200-2500
SCV Quality Care 23823 Valencia Blvd #160, Valencia, CA 91355	(661) 254-0026
Smart Clinic Urgent Care 19231 Soledad Canyon Rd, Santa Clarita, CA 91351	(661) 430-9040

Welcome to Heritage Sierra Medical Group



Pharmacy Services

To learn more about the pharmacy services offered at your Heritage Sierra Medical Group location, call our Member Services team at: (661) 273-7346

Office Locations

Palmdale: (661) 273-0100
Lancaster: (661) 945-9411
Santa Clarita: (661) 362-8100

Appointments

Connect with your primary care provider in-person or virtually (Telehealth). Both in-person and virtual visits are covered by your membership.

Patient Portal Access Your Care Team On-The-Go



Receive Care Updates



Message Your Care Team



Request Medication Refills

Create Your Account At: heritagesmg.com/member-portal

Seamlessly message your provider and care team from the comfort of your home with our secure Patient Portal. Access status updates on your labs, referrals, prescriptions, and more online within the app or Portal website.

Visit heritagesmg.com/member-portal to establish your Patient Portal account with Heritage Sierra Medical Group. Once your account is created, please complete the patient intake forms prior to your first appointment.

For support, connect with our Member Services team at: (661) 273-7346.

Language Assistance Information

Heritage Sierra Medical Group provides services at no cost to anyone who require language assistance:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

There are also services available to those whose primary language is not English, such as:

- Qualified interpreters

Additional free-of-charge services for HSMG members include:

- Over-the-Phone Interpreter
- Face-to-Face Interpreter
- Hearing Impaired Services

Please contact our Member Services Department if you need these services

- **Member Services: (661) 273-7346**
8:00 a.m. to 5:00 p.m. from Monday - Friday
- **TDD/TTY: (800) 806-4474**
8:00 a.m. to 5:00 p.m. from Monday - Friday

After Hours & Holidays

Calling After Hours?

- Connect with our **after-hours and holidays** clinical care team for immediate support at: **(661) 952-0796**

