

Health Care Facilitator Program

UNIVERSITY
OF
CALIFORNIA

Do you have a complicated problem with your medical, dental or vision plan? UC's health care facilitators offer confidential and free assistance to faculty, staff, retirees, survivors and eligible family members.

Health care facilitators have the knowledge and experience to answer complex questions and work with you to solve problems. Your health care facilitator can:

- Clarify your benefits and your rights and responsibilities as a plan member
- Help you compare your benefit options when you or a family member have complex medical needs or other coverage outside of UC
- Explain how Medicare benefits coordinate with UC-sponsored-medical plans
- Help resolve billing or authorization problems
- Explain how to appeal a decision made by your health plan
- Provide information on medical and mental health provider options
- Direct you to appropriate resources (within or outside of UC)

Along with providing one-on-one help, your health care facilitator may also offer workshops about UC's health plans and health coverage.

HOW TO WORK WITH A HEALTH CARE FACILITATOR

It's best to go to your health care facilitators for help with tough problems that you can't solve on your own. Before you get in touch with your facilitator, try these other avenues first:

- Take time to understand your benefits. You'll find benefits information and news on UCnet (ucal.us/ucnet).
- Review your medical plan booklet (available on UCnet) for detailed explanations of what's covered and what's not.
- Call your medical plan if you have questions about coverage, authorization requirements, provider networks and claims processing.
- Depending on the issue, contact your medical provider's office, billing office or medical group to see if they can help resolve your problem directly.

If you still need help after taking the steps above, contact the health care facilitator at your location (or the last location where you worked, if you're a retiree). To make the most of your consultation, gather as much information as you can, such as the dates of visits to providers, notes about phone conversations, and documentation of billings and payments.

It's also helpful to let the health care facilitator know if you're mainly looking for information, or would like them to advocate on your behalf.

Confidentiality

Facilitators are required to comply with Health Insurance Portability and Accountability Act (HIPAA) privacy and security laws mandating protection and safeguards for access, use and disclosure of personal health information. They follow UC's Group Insurance Regulations, the terms and conditions of plan contracts, and Medicare laws and regulations.

CONTACTING YOUR HEALTH CARE FACILITATOR

See ucal.us/hcf for more information.

Berkeley:

510-664-4134

hr.berkeley.edu/compensation-benefits/benefits/plans/other/hcf

Lawrence Berkeley National Laboratory:

510-486-4269

benefits.lbl.gov/uc-benefit-programs/health-care-facilitator

Davis:

530-752-7840

530-752-4264

hr.ucdavis.edu/hcf

Irvine:

949-824-9065 hr.uci.edu/partnership/health-care/

Los Angeles:

310-794-3057

310-794-8121

chr.ucla.edu/benefits/health-care-facilitator

Merced:

209-355-7178

209-201-9457

hr.ucmerced.edu/hr-units/benefits/other-benefits/health-care-facilitator

Office of the President:

510-987-0784

ucop.edu/local-human-resources/op-life/benefits/ucop-health-care-facilitator.html

Riverside:

951-827-2636

hr.ucr.edu/human-resources-benefits/health-care-facilitator-program

San Diego:

858-534-9686

blink.ucsd.edu/HR/benefits/insurance/health/program.html

HCFHelp@ucsd.edu

San Francisco:

415-514-3634 (employees) healthcarefacilitators.ucsf.edu

415-476-6527 (retirees)

415-514-3324 (HCF program manager)

Santa Barbara:

(805) 893-3450

hr.ucsb.edu/index.php/hr-units/employee-services/health-care-facilitator

Santa Cruz:

831-459-3573 shr.ucsc.edu/benefits/care_facilitator

CONTACTING YOUR HEALTH PLAN

Your health plan and plan documents (available on your plan's website or at ucal.us/medicalplans) are your best source of information about your benefits, provider network and claims.

MEDICAL PLANS

Non-Medicare plans

CORE, UC Care, UC Health Savings Plan (HSP)

uchealthplans.com

- Anthem Blue Cross (medical): anthem.com/ca
- Navitus Health Solutions (pharmacy): 833-837-4308
benefitplans.navitus.com/university-of-california
- Accolade (Health Advocate): 866-406-1182
- HealthEquity (Health Savings Account for HSP):
866-212-4729 learn2.healthequity.com/uc/hsa

Kaiser HMO

- Kaiser: 800-464-4000 select.kp.org/university-of-california
- Optum Behavioral Health (behavioral health overlay):
888-440-8225 or liveandworkwell.com (access code: 11280)

UC Blue & Gold HMO

- Health Net: 800-539-4072 uc.healthnetcalifornia.com
- MHN Behavioral Health: 800-663-9355

Medicare Plans

Kaiser Senior Advantage HMO

- Kaiser: 800-464-4000 select.kp.org/university-of-california

UC High Option Supplement to Medicare, UC Medicare PPO, UC Medicare PPO without prescription drugs

uchealthplans.com

- Anthem Blue Cross: 844-437-0486
- Anthem Behavioral Health: 844-792-5141
- Navitus Medicare Rx (pharmacy for UC High Option and UC Medicare PPO): 833-837-430

UC Medicare Choice

- UnitedHealthcare: 866-887-9533 retiree.uhc.com/uc
- UnitedHealthcare Behavioral Health: 800-453-8440

OTHER PLANS

Accident, Critical Illness and Hospital Indemnity

UC Plus/Aflac: 888-212-7201 ucplus.com

Delta Dental PPO, DeltaCare® USA Dental HMO

www1.deltadentalins.com/group-sites/uc.html

- Delta Dental PPO: 800-777-5854
- DeltaCare Dental HMO: 800-422-4234

Flexible Spending Accounts (FSA), COBRA

WEX Health: 844-561-1338 uc-fsa.com (FSA)

cobralogin.wexhealth.com (COBRA)

VSP Vision Plan

VSP: 866-240-8344 vsp.com

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