HOW A HEALTH CARE FACILITATOR CAN HELP YOU

Whether your problem is with coverage, access or billing, chances are your health care facilitator can help you sort it out. They are trained to handle issues such as:

- Clarifying your UC health plan coverage and patient rights
- Explaining how Medicare benefits coordinate with UC-sponsored medical plans
- Helping with billing problems for services that are covered by the health plan
- Providing a detailed comparison of your benefit options when you have a complex medical condition
- Explaining how you can appeal a decision made by your health plan
- Intervening on your behalf with health plan representatives
- Facilitating communication with health plan representatives

Additionally, they may refer questions about contract interpretation and coverage disputes to the Office of the President and collect aggregate data that can be used to improve health plan coverage and processes.

HOW TO WORK WITH A HEALTH CARE FACILITATOR

Health care facilitators are best used to handle 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, videos, and updates on UCnet (ucnet.universityofcalifornia.edu).
- Review the plan booklet for your medical plan. This is where you’ll find detailed explanations of what’s covered and not.
- Call your medical plan if you have questions about coverage, authorization requirements, provider networks and claims processing. See the contact information at right.
- Contact your medical provider’s office or their billing office. Your doctor or other health care professional may be able to assist you in resolving your problem directly.
- Contact your medical group. Most medical groups have patient assistance departments that can help you find a doctor, clear up billing problems, or obtain referrals for services.

Contact your UC health plan for updates on UCnet (ucnet.universityofcalifornia.edu).

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Want a Workshop?
Along with providing one-on-one help, health care facilitators are also available to speak with campus, medical center or laboratory groups about health coverage and/or processes. At some locations, the health care facilitator offers educational programs about UC's health plans.

If you still need help after taking the steps above, contact the health care facilitator at your location (see below). If you’re a retiree, you should use the health care facilitator at the location where you most recently worked.

These tips can help you make the most of your consultation with a health care facilitator:

- Assemble all the relevant information you can. Be prepared to provide as many details as possible, such as the dates of visits to providers, notes about phone conversations, and documentation of billings and payments.
- Think about the type of assistance you need. Let the health care facilitator know if you’re mainly looking for information, or would like him or her to communicate with your medical plan or UC Human Resources representatives on your behalf.

CONTACT INFORMATION FOR HEALTH CARE FACILITATORS

Berkeley
510-664-9000, option 3
hr.ucb.edu/benefits/care_facilitator

Lawrence Berkeley National Laboratory
510-486-6997
hr.ucdavis.edu/hcf

Davis
530-752-4264 (HCF)
530-752-7840 (Assistant HCF)
thecarefacilitator@ucdavis.edu

Irvine
949-824-9065
hr.uci.edu/hcf

Los Angeles
310-794-3057
hr.ucr.edu/benefits/care_facilitator

San Diego
858-822-2197
hr.ucsd.edu/hcf

San Francisco
415-514-3324 (HCF)
415-476-6527 (Assistant HCF)—Retirees
hr.ucsf.edu/hcf

Santa Barbara
805-893-4201
hr.ucsb.edu/employee-services/counseling-consultation/health-care-facilitator-program

Santa Cruz
831-459-3973
shr.ucsc.edu/benefits/care_facilitator

UC PLAN CARRIER CONTACT INFORMATION

Anthem Blue Cross
844-437-0486
(Core, UC Care, UC Health Savings Plan, UC High Option Supplement to Medicare, UC Medicare PPO, UC Medicare PPO without Prescription Drugs)

Conexis (Flexible Spending Account Plans)
877-722-2667

HealthEquity (Health Savings Account with UC Health Savings Plan)
866-212-4729

Health Net
800-539-4072
(Blue & Gold HMO, Seniority Plus)

Behavioral Health Services for Health Net Medicare members: please refer to your Health Net ID card

Kaiser Permanente—CA
800-464-4000

Kaiser Senior Advantage
800-443-0815

Optum Behavioral Health
888-440-8225

OptumRx
855-489-9651
(Core, UC Care, UC Health Savings Plan)
855-798-4682
(UC High Option Supplement to Medicare, UC Medicare PPO)

Western Health Advantage
888-563-2252

Delta Dental PPO
800-777-5854

DeltaCare® USA
800-422-4234

OptumHealth Vision Plan (VSP)
866-240-8344

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.

University of California Nondiscrimination and Affirmative Action Policy Statement

The University of California prohibits discrimination against or harassment of any person employed by or seeking employment with the University on the basis of race, color, national origin, religion, sex, physical or mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or status as a covered veteran (special disabled veterans, recently separated veterans, Vietnam era veterans, or any veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized).

The University of California is an affirmative action/equal opportunity employer. The University undertakes affirmative action to assure equal employment opportunity for minorities and women, for persons with disabilities, and for special disabled veterans, recently separated veterans, Vietnam-era veterans, and any other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized.

University policy is intended to be consistent with the provisions of applicable State and Federal laws. Inquiries regarding the University’s equal employment opportunity policies may be directed to:

Office of the President
San Francisco
800-888-8267, Option 5
Riverside
951-827-2636
hr.ucr.edu/benefits/care_health.html
hr.ucdavis.edu/hcf
hr.ucsf.edu/hcf
hr.ucsb.edu/employee-services/counseling-consultation/health-care-facilitator-program
hr.ucsd.edu/benefits/care_facilitator

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951-827-2636
hr.ucr.edu/benefits/care_health.html
Having a hassle with your health plan? Your health care facilitator can help.

UC’s health care facilitators are a unique resource—knowledgeable counselors whose job is to help you solve complex problems with your medical, dental or vision plan. Their assistance is free and confidential.

You’ll find a health care facilitator at the benefits office at every UC campus and medical center, as well as at Lawrence Berkeley National Laboratory. They are available to help UC faculty, staff, retirees, survivors and eligible family members.