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 which 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

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 are better 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.

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.

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)

Kaiser Senior Advantage 800-443-0815

Optum Behavioral Health 888-440-8225

OptumRx 855-489-0651
(Core, UC Care, UC Health Savings Plan)

UC Medicare PPO 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

Vision Service Plan (VSP)
866-240-8344

University of California, Office of the President, 1111 Franklin Street, Oakland, CA 94607.

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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.
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.