Health Care Facilitator Program

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

**Lawrence Berkeley National Laboratory**
510-486-4269 benefits.lbl.gov/health-care-facilitator

**Davis**
530-752-4264 hr.ucdavis.edu/hcf
530-752-7840

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

**Los Angeles**
310-794-3057 chr.ucla.edu/benefits/health-facilitator-program

**Merced**
209-228-8247, ext. 4 hr.ucmerced.edu/benefits/other-benefits/health-care-facilitator

**Office of the President**
800-888-8267

**Riverside**
951-827-2636 hr.ucr.edu/total-compensation/benefits-belonging/health-care-facilitator-program

**San Diego**
858-534-9686 blink.ucsd.edu/HR/benefits/insurance/health/program.html
HCFHelp@ucsd.edu

**Santa Barbara**
805-893-4201 hr.ucsb.edu/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 is your best source of information about your benefits, provider network and claims.

You can find plan documents on your plan’s website, or on UCnet at ucal.us/medicalplans

**MEDICAL PLANS**

**CORE, UC Care, UC Health Savings Plan**
Anthem Blue Cross: 844-437-0486 ucppoplans.com
Navitus Health Solutions (pharmacy): 855-673-6504 benefitplans.navitus.com/university-of-california

**Health Savings Account**
866-212-4729 healthequity.com/uc

**Kaiser HMO**
Kaiser: 800-464-4000 my.kp.org/universityofcalifornia
Optum Behavioral Health: 888-440-8225 liveandworkwell.com (access code: 11280)

**UC Blue & Gold HMO**
Health Net: 800-539-4072 healthnet.com/uc
MHN Behavioral Health: 800-663-9355

**OTHER PLANS**

**Delta Dental PPO**
Delta Dental: 800-777-5854 deltadentalins.com/uc

**DeltaCare® USA Dental HMO**
Delta Dental: 800-422-4234 deltadentalins.com/uc

**Flexible Spending Accounts**
WEX Health: 844-561-1338 uc-fsa.com

**COBRA**
WEX Health: 844-561-1338 cobralogin.wexhealth.com

**UC Plus Supplemental Health Plans**
UC Plus/Aflac: 888-212-7201 ucplus.com

**VSP Vision Plan**
VSP: 866-240-8344 vsp.com

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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 veteran, recently separated veterans, Vietnam era veteran, or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized).

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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:

In conformance with applicable law and University policy, the University is an affirmative action/equal opportunity employer. Please send inquiries regarding the University’s affirmative action and equal opportunity policies for staff to Systemwide AA/EO Policy Coordinator, University of California, Office of the President, 1111 Franklin Street, Oakland, CA 94607 and for faculty to the Office of Academic Personnel and Programs, University of California, Office of the President, 1111 Franklin Street, Oakland, CA 94607.