

## 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](http://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.

### **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

See [ucnet.universityofcalifornia.edu/contacts/health-care-facilitators](http://ucnet.universityofcalifornia.edu/contacts/health-care-facilitators) for more information.

**Berkeley**  
510-664-9000, option 3

**Lawrence Berkeley National Laboratory**  
510-486-4269

**Davis**  
530-752-4264  
[hr.ucdavis.edu/hcf](http://hr.ucdavis.edu/hcf)

**Irvine**  
949-824-9065  
[hr.uci.edu/hcf](http://hr.uci.edu/hcf)

**Los Angeles**  
310-794-3057

**Merced**  
209-355-7178  
[hr.ucmerced.edu/benefits/other-benefits/health-care-facilitator](http://hr.ucmerced.edu/benefits/other-benefits/health-care-facilitator)

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

**Riverside**  
951-827-2636  
[hr.ucr.edu/benefits/health\\_care.html](http://hr.ucr.edu/benefits/health_care.html)

**San Diego**  
858-822-2197

**San Francisco**  
415-514-3324  
[hr.ucsf.edu/hcf](http://hr.ucsf.edu/hcf)

**Santa Barbara**  
805-893-4201  
[hr.ucsb.edu/employee-services/counseling-consultation/health-care-facilitator-program](http://hr.ucsb.edu/employee-services/counseling-consultation/health-care-facilitator-program)

**Santa Cruz**  
831-459-3537  
[shr.ucsc.edu/benefits/care\\_facilitator](http://shr.ucsc.edu/benefits/care_facilitator)

### **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.

## 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)

**WageWorks (formerly CONEXIS)**  
(Flexible Spending Account Plans)  
800-482-4120

**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

**Western Health Advantage**  
888-563-2252

**Delta Dental PPO**  
800-777-5854

**DeltaCare® USA**  
800-422-4234

**Vision Service Plan (VSP)**  
866-240-8344

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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/EEO Policy Coordinator, University of California, Office of the President, 1111 Franklin Street, 5th Floor, 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.

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.

# Health Care Facilitator Program

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