

# 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](http://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](http://ucal.us/hcf) for more information.

### **Berkeley:**

510-664-4134

### **Lawrence Berkeley National Laboratory:**

510-486-4269 [benefits.lbl.gov/health-care-facilitator](http://benefits.lbl.gov/health-care-facilitator)

### **Davis:**

530-752-7840

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

310-794-8121

[chr.ucla.edu/benefits/health-facilitator-program](http://chr.ucla.edu/benefits/health-facilitator-program)

### **Merced:**

209-355-7178

209-201-9457

[hr.ucmerced.edu/hr-units/benefits/other-benefits/health-care-facilitator](http://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](http://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](http://hr.ucr.edu/human-resources-benefits/health-care-facilitator-program)

### **San Diego:**

858-534-9686

[blink.ucsd.edu/HR/benefits/insurance/health/program.html](http://blink.ucsd.edu/HR/benefits/insurance/health/program.html)

[HCFHelp@ucsd.edu](mailto:HCFHelp@ucsd.edu)

### **San Francisco:**

415-514-3634 (employees) [healthcarefacilitators.ucsf.edu](http://healthcarefacilitators.ucsf.edu)

415-476-6527 (retirees)

415-514-3324 (HCF program manager)

### **Santa Barbara:**

(805) 893-3450

[hr.ucsb.edu/hr-units/employee-services/health-care-facilitator](http://hr.ucsb.edu/hr-units/employee-services/health-care-facilitator)

### **Santa Cruz:**

831-459-3573 [shr.ucsc.edu/benefits/care\\_facilitator](http://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](http://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)**

[uhealthplans.com](http://uhealthplans.com)

- Anthem Blue Cross (medical): [anthem.com/ca](http://anthem.com/ca)
- Navitus Health Solutions (pharmacy): 833-837-4308  
[benefitplans.navitus.com/university-of-california](http://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](http://learn2.healthequity.com/uc/hsa)

### **Kaiser HMO**

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

### **UC Blue & Gold HMO**

- Health Net: 800-539-4072 [uc.healthnetcalifornia.com](http://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](http://select.kp.org/university-of-california)

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

[uhealthplans.com](http://uhealthplans.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](http://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](http://ucplus.com)

### **Delta Dental PPO, DeltaCare® USA Dental HMO**

[www1.deltadentalins.com/group-sites/uc.html](http://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](http://uc-fsa.com) (FSA)

[cobralogin.wexhealth.com](http://cobralogin.wexhealth.com) (COBRA)

### **VSP Vision Plan**

VSP: 866-240-8344 [vsp.com](http://vsp.com)

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