

SIG Member Fact Sheet

Q. How does my plan, Core Essentials work?

(Please note these questions/answers are not for the Signature Value HMO plan)

A. Core Essentials Plan features –

- Network Only Access/PPO – provides coverage only for contracted providers. This arrangement helps to keep costs low but still provide quality treatment by eliminating out of network charges.
- Freedom to choose – no PCP (Primary Care Physician) selection or specialist referrals are required. You have direct access to general providers as well as specialists.
- Cost savings alongside broad access to providers – the Core Essentials network has been customized to facilitate local providers treating local patients. This results in quality of care alongside controlled expenses to help plan costs stay as efficient as possible.

Q. Network Access/How to Find a Provider

A. URL: www.myuhc.com

1. **Click:** The “Find physician, laboratory or Facility” link on the upper right-hand corner
2. *What type of provider are you looking for?* (**Medical Directory** or Mental Health directory)

Select: Medical Directory

3. Choose a plan type: (**All United HealthCare plans**, State Exchanges, Medicare)

Select: All United Healthcare Plans

4. *What plan are you looking for?*

Select: Core Essential

5. *****Enter proper zip code -** example 95945/ Grass Valley

Categories displayed:

- **People**
- **Places (laboratory, radiology, etc)**
- **Test & imaging**
- **Service & treatments**
- **Care by condition**

6. **Select People:**

Categories displayed:

- **Primary care**
- **Specialty Care**
- **Medical Groups**

7. **Select Primary Care**

Type of PCPs displayed:

- **Primary Care Physician,**
- **Family,**
- **Generalist,**
- **internist,**
- **Obstetrician,**
- **Pediatrician ,**
- **other physicians**

8. **Select Primary Care Physician (pcp)- ** 1st on the list**

Results: List of providers will display: **41 In-Network Doctors Found Near 95945**

Q. How do I nominate a Provider?

A. Please call the Advocate4Me number on back of ID Card – 866-314-0335. If your provider is interested in joining the network it typically takes from 60-90 days for contracting.

Q. What are my options if provider isn't in the network?

A. To keep premium costs down, your plan was changed to a Network Only Access plan. This means you can only access benefits through a network provider. ***If your provider is not contracted with UHC Core Essentials you will need to select a new provider.*** Please note a provider may be contracted with UHC but may not be contracted within the Core Essentials network. Please search specially for those providers contracted with UHC Core Essentials.

Q. How do I get general questions answered?

A. Please call the Advocate4Me number on back of your ID Card – 866-314-0335. This will connect you with UHC Advocate4Me representative who is able to answer your questions. That team has specific instructions to contact SIG's UHC Account Management Team for special issues.

- When you call you will get a series of prompts (Welcome to UHC, Are you calling regarding Open Enrollment, Please provide your date of birth, member id or SSN...) to bypass the prompts and speak to an Advocate4Me representative directly, please press "0" than press "0" again.

B. Go online to www.myuhc.com -

- Find a Provider
- Locate information on your benefits and coverage
- Manage your claims
- Cost Estimator
- Manage prescriptions
- Improve your health – Rally for Health
- Print an ID card

Q. Laboratory facility access points and limitations

A. LabCorp - Your UHC Team worked with LabCorp to amend their hours to better serve your needs. In the next few weeks, LabCorp will begin opening at 7am as a direct result of these efforts.

Q. How do I access Radiology services?

A. Insight Imaging and Sierra Nevada Memorial Hospital are In Network for Radiology services.

Grass Valley Radiology Medical Group is not in the network. If a hospital utilizing an out of network provider, such as Grass Valley Radiology to read your images, ***while you are an inpatient at the hospital***, Grass Valley Radiology's services would be covered as you had no control over where the images were read.

In this example, if you receive a bill from Grass Valley Radiology Medical Group (the physician group who reads the radiology tests) for services ***while a patient in the hospital***, and your United Healthcare Explanation of Benefits statement indicates the service as denied, please contact United Healthcare using the Advocate4Me number on back of your ID Card – 866-314-0335.

Q. How do I get an ID card?

A. Please call the Advocate4Me number – 866-314-0335; go online to myuhc.com

Q. Did my prior carrier deductible carry over?

A. Yes! Go online (www.myuhc.com) to check deductible status. If you do not see it was carried over, please contact Schools Insurance Group at (530) 823-9582 and they will coordinate with the UHC Account team to resolve.