

Health Net Blue & Gold

HMO Accountable Care – A Great Choice

In San Francisco County



Mark Rivera
Health Net

To make sure you have care you can count on, Health Net of California, Inc. (Health Net) partnered with Hill Physicians, UCSF Medical Center, and Dignity Health (St. Mary's Medical Center and Saint Francis Memorial Hospital) to create an accountable care organization (ACO) in San Francisco that works for you!



Visit the Health Net ACO Patient Portal at www.healthnet.com/uc/sfaco. Here you'll find details about doctors, benefits and services available to you. Or call us at **1-800-539-4072**.

What is an ACO, and how does it work?

An ACO is a health care arrangement between doctors, hospitals and insurers to improve the coordination, quality and cost of health care. Each partner within the ACO agrees to work together as a team and be accountable for the quality, cost and overall care of patients.

When you're healthy, you have:

- Access to highly trained primary care physicians (PCPs) and specialists through Hill Physicians Medical Group SF, the largest network of independent doctors in the city, and UCSF Medical Group (part of the Hill Physicians Group).
- A team approach that can provide you with the resources and care you need to avoid emergency room visits and hospital stays.
- Online options for requesting an appointment or referral, refilling prescriptions, checking certain lab results, sending a secure message to your doctor, and getting answers to common questions.



- The opportunity to learn more about generic drugs, possible side effects of certain drugs, and potential interactions of prescribed, over-the-counter, and alternative medicines through our pharmacy counseling.

When you're injured or ill, you have:

- After-hours call coverage through your primary care office when you need it, as well as urgent care centers that offer greater convenience and a lower copayment than an emergency room.

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- A dedicated case manager to go the extra mile for you if you need to be hospitalized. This person will make sure you have the resources you need to continue recovery and to avoid hospital readmission.

Quality you trust

UCSF Primary Care is one of the region's first nationally recognized Patient Centered Medical Home (PCMH) models. PCMH status recognizes physician clinics that emphasize access, care coordination and communication that improves the quality of the patient experience. Several of the UCSF primary care sites have patient advisory councils who provide input to enhance care and care delivery.



Simplicity of service. The ACO offers more urgent care center options – Go to www.healthnet.com/uc/sfaco. There's also the InQuicker scheduling service at www.InQuicker.com/ucc or download the app from the Apple store.

Time to make a change?

If you aren't already a member of Health Net Blue & Gold HMO, it's time to make a change.



All you need to do is choose a Hill Physicians Medical Group doctor in San Francisco. You can call your current doctor to ask if he or she is part of Hill Physicians SF. Most doctors are part of more than one medical group.

- If your doctor is a participant: You are all set to benefit from our San Francisco ACO!
- If your doctor doesn't participate: You can search online at www.healthnet.com/uc/sfaco to see all the local Hill Physicians Medical Group doctors. Click on *ProviderSearch* to start.

Enroll in Health Net Blue & Gold HMO online during open enrollment or if you have a qualifying event during the year at <http://ucnet.universityofcalifornia.edu>.

Finding a doctor is easy

There are different ways you can get help finding a UCSF or SF community doctor. You can contact:

- Hill Physicians Medical Group at 1-800-321-MORE (6673), Monday through Friday between 8:00 a.m. and 5:00 p.m. Or use their online directory at www.HillPhysicians.com/Directory.
- UCSF Primary Care at 1-844-PCP-UCSF or go to www.ucsfhealth.org/primarycare.
- Health Net at 1-800-539-4072, Monday through Friday between 8:00 a.m. and 6:00 p.m.

Important reminder: After you have selected a doctor, be sure to write down his or her Health Net 10-digit physician number. You'll need this to complete your enrollment.

After-hours care is easy

During weekends and evenings, care is still just around the corner without the expense or wait time of an emergency room. An up-to-date list of urgent care centers is at www.HillPhysicians.com/Urgent.

Continuity of care

Continuity of care services may be important to you if you are currently in treatment with a doctor who is not in the Health Net Blue & Gold HMO. Please call us at 1-800-539-4072 so we can help you with continuity of care. Representatives are available Monday through Friday from 8:00 a.m. to 6:00 p.m.

Preventive care

If you have an appointment for a preventive care visit, there is no copayment. An office visit for other reasons, which may also include preventive care service, will require a \$20 copayment. Go to www.healthnet.com/uc/sfaco, then click *Preventive Care* to see what's covered.

We are your Health Net.™