

UCSF Medical Center

*See Yourself in
Health Net Blue & Gold HMO*

**Created for UC employees and non-Medicare retirees
living in San Francisco County**

2018



Health Care for the Way You Live

Health Net of California, Inc. (Health Net) Blue & Gold HMO has been a proven option for UC employees, non-Medicare retirees, and their families during Open Enrollment. **This Q&A answers common questions about Blue & Gold HMO and our Accountable Care Organization (ACO) in San Francisco.**

Contact Us

If you have a question not answered here, please call Health Net's UC dedicated Customer Contact Center at **1-800-539-4072**, 8:00 a.m. to 6:00 p.m., Pacific time, or send an email to **AskBlue&Gold@healthnet.com**.

Visit the dedicated ACO Patient Portal at www.healthnet.com/uc/sfaco. Here you can get answers to common questions about the ACO and the open enrollment process, as well as the services and benefits available to you – like electronic medical records (MyChart from UCSF medical group)!

1. Why should I consider joining Health Net Blue & Gold HMO and enrolling in the ACO in San Francisco?

As a Health Net Blue & Gold HMO member, you have access to some of the best care available through Hill Physicians Medical Group SF, UCSF Medical Center and Dignity Health (St. Mary's Medical Center and Saint Francis Memorial Hospital). In addition, you're eligible for a wealth of benefits and conveniences.

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).
- Educational resources to help you and your family stay healthy. An online health library provides the opportunity to research health conditions, medications and treatment options, plus decision-making resources to use in talking with your doctor.
- 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.
- Support for your healthy lifestyle with discounts on massage sessions with selected providers, yoga classes with selected instructors and home delivery of organic produce.

Find more information about these programs at www.HillPhysicians.com.

When you're injured or ill, you have:

- A team of experts – primary care and specialist physicians and nurses – to make sure that your care is coordinated. Specially trained nurses provide case management for patients with complex or chronic conditions.
- There are four in-network hospitals in our ACO: UCSF Medical Center, UCSF Benioff Children's Hospital, and the San Francisco Dignity Health facilities (St. Mary's Medical Center and Saint Francis Memorial Hospital). These facilities provide a dedicated ACO care transition coordinator who can help with your time in the hospital and your transition back home. Where

you receive care depends on your PCPs hospital affiliation.

- A PCP for non-emergency care. When you need backup – in the evening or on weekends, all of the UCSF primary care physicians have after-hours call coverage – we also have urgent care centers that offer greater convenience and a lower copayment than an emergency room.

2. Where can I go to look up and select a Blue & Gold HMO doctor and medical group?

The complete and most current list of providers and medical groups associated with the Blue & Gold HMO network is online at www.healthnet.com/uc/sfaco – the San Francisco ACO portal. Click the *Find a Provider* link in the Get Started box to start your search.

If you'd like help choosing a doctor, you can:

- Call UCSF Primary Care at **1-844-PCP-UCSF** (8273) or go to www.ucsfhealth.org/primarycare.
- Call Hill Physicians Medical Group at 1-800-321-MORE (6673), Monday through Friday between 8:00 a.m. and 5:00 p.m. for information about other San Francisco ACO physicians, or go to www.HillPhysicians.com/Directory.
- Call Health Net at 1-800-539-4072, Monday through Friday between 8:00 a.m. and 6:00 p.m.

Important reminder: When you find your doctor or select a new doctor, be sure to get and write down the 10-digit physician number. You'll need this to complete your enrollment.

3. Are all the physicians at UCSF included in the Health Net Blue & Gold HMO network?

Yes, all UCSF PCP and specialists participate through Hill Physicians Medical Group. If you need to see a specialist, please contact your PCP's office to request a referral or to confirm that a referral is needed.

4. I want to join Hill Physicians, but the primary care physician I selected is new and not showing on the Health Net website. What do I do?

If you would like to sign up with a Hill Physicians doctor who has not yet been added to the website, please sign up with an alternate physician who is in the same practice. Hill Physicians allows you to change your PCP at any time, so contact Health Net and request the change after your doctor has been added to the website.

5. Where will I go for specialty care, lab work or other services if I change medical groups?

Each medical group has its own set of participating specialists, imaging centers, outpatient surgery centers, and hospitals. As a result, if you change medical groups, the services and facilities available to you may also be different. Note that for lab services, Hill Physicians use UCSF, St. Mary's Medical Center, Saint Francis Memorial Hospital, or Quest Diagnostics.

6. If I change doctors to join the ACO with Hill Physicians SF, will Health Net cover the costs of transferring my medical records?

Yes. Health Net will cover the costs to have your medical records transferred (up to \$50) for each individual new member. Since this is not typically a covered benefit, you will have to pay up front to have your medical records transferred and then submit proof of payment to Health Net. We have information on our website, www.healthnet.com/uc/sfaco, with instructions on how to obtain your reimbursement.

7. What happens if I'm currently in treatment and my doctor is not available as part of the Blue & Gold HMO network?

Depending on your specific situation, your options may include establishing care with a new provider or requesting continuity of care benefits.

Continuity of care is a benefit that allows you to continue care with your current physician after January 1, 2018, and is provided to new members who are receiving care for any of the following conditions:

- An acute condition.
- A serious chronic condition.
- A pregnancy, including the immediate postpartum period.
- A terminal illness.
- Care for a child between the ages of birth and 36 months.
- A surgery or other procedure scheduled to occur within 180 days after January 1, 2018.

If any of these conditions apply to you, please call Health Net's Customer Contact Center at 1-800-539-4072 so we can tell you more about the continuity of care benefit and, if applicable, help you complete the Continuity of Care Request Form and connect you to a case manager.

We will contact all members who submit a Continuity of Care Request Form to confirm receipt and obtain any additional details needed. We may need a copy of your medical records to further process your request. Health Net's medical management clinical staff reviews all requests. The review considers your clinical status and needs against the continuity of care criteria. Once we make a decision, we will contact you by telephone or mail.

For situations that do not qualify for continuity of care benefits, a Health Net case manager can assist in establishing care with a new network provider(s) and in coordinating care.

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