

Is my doctor and or hospital available through the UnitedHealthcare SignatureValue Alliance plan?

You can search for doctors, medical groups, and facilities in the UnitedHealthcare SignatureValue Alliance HMO network by visiting uhc.com/CalPERS



UHC 2020 - Provider
Search Flyer.pdf

Can I see a specialist?

Yes. If your Primary Care Physician determines you need to see a specialist, he or she will make an appropriate referral. Specialist visits must be approved by your Network Medical Group prior to seeking services. (There is an exception for visits to OB/GYN Physicians and Chiropractic/Acupuncture Providers)

What do I do if I require Emergency Services?

If you believe you are experiencing an Emergency Medical Condition, call 911 or go directly to the nearest Hospital emergency room or other Facility for treatment. You do not need to obtain Preauthorization to seek treatment for an Emergency Medical Condition that could cause you harm. Ambulance transport services provided through the 911 emergency response system are covered if you reasonably believe that your medical condition requires emergency ambulance transport services. You, or someone else on your behalf, must notify UnitedHealthcare or your Primary Care Physician within 24 hours, or as soon as reasonably possible, following your receipt of Emergency Services so that your Primary Care Physician can coordinate your care and schedule any necessary follow-up treatment.

My child is attending college outside of CA. Will they still have coverage?

Your child will still have coverage however; they will only be able to access Urgent Care, Emergency and Virtual Visits services outside of their Medical Group service area. Urgent Care, outside the geographic area of your Primary Care Physician or Medical Group, is handled similar to Emergency, in that members can go to the closest urgent care facility and it will be covered for the emergent/urgent service.

Virtual Visits are available through one of the UHC contracted providers: **Amwell®**, **Doctor On Demand™** or **Teladoc®**. The UnitedHealthcare Virtual Visits program allows you to see a doctor virtually, for the \$15 office visit copay. **To learn more or start a Virtual Visit, go to uhc.com/virtualvisits or myuhc.com®.**



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If I'm traveling internationally and need Emergent/Urgent care, will it be covered?

Yes. If you are out of the country and experience an Emergency Medical Condition, either use the available emergency response system or go directly to the nearest Hospital emergency room. Following receipt of Emergency Services, please notify your Primary Care Physician or Network Medical Group within 24 hours, or as soon as reasonably possible, after initially receiving these services.

Note: Under certain circumstances, you may need to initially pay for your Emergency Health Care Services or Urgently Needed Services. If this is necessary, please pay for such services and then contact UnitedHealthcare at the earliest opportunity. Be sure to keep all receipts and copies of relevant medical documentation. You will need these to be properly reimbursed.

Can I request a new doctor?

Yes. If you call UnitedHealthcare Customer Service by the 15th of the current month, your transfer will be effective on the first day of the following month. If you meet the criteria but your request is received after the 15th of the current month, your transfer will be effective the first day of the second succeeding month. For example, if you meet the above requirements and you call UnitedHealthcare on June 12th to request a new doctor, the transfer will be effective on July 1st. If you meet the above requirements and you call UnitedHealthcare on June 16th, the transfer will be effective August 1st.

What should I do if I lose or misplace my membership card?

If you should lose your card, simply call our Customer Service department at 1-877-359-3714 or 711(TTY) Monday-Sunday 7am-8pm. Along with sending you a replacement card, they can make sure there is no interruption in your coverage.

Log on to your myuhc.com account to download a soft-copy of your member ID card.

Do I need a referral from my Primary Care Physician to get Behavioral Health Services?

No. You can call USBHPC directly at 1-800-999-9585 to obtain Behavioral Health Services. If you would like us to, we will help coordinate the care you receive from your USBHPC Network Provider and the services provided by your Primary Care Physician (PCP).



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Are Chiropractic and Acupuncture services covered?

Yes. You have direct access to more than 3,000 credentialed chiropractors and over 950 credentialed acupuncturists servicing California. You do not need a referral from your Primary Care Physician. You have 20 visits combined annually - \$15 copayment per visit.



UHC HMO 2020 -
CalPERS - Chiro Acup

Does UnitedHealthcare offer Wellness Programs?

Yes. UnitedHealthcare offers a variety of programs to help support your health and wellbeing.

Simply Engaged is a Wellness Incentive Program – Simply Engaged is a personal health and wellness program which allows employees and their spouse/domestic partner that are enrolled on the UHC HMO plan to earn rewards for activities. They have the opportunity to earn an array of gift cards when completing health and wellness actions.



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Real Appeal - A step-by-step program for lasting weight loss that includes, personalized coaching, weekly group classes, 24/7 online support & mobile app, entertaining and aspirational messages and a success kit.



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Rally® is a digital experience on **myuhc.com** that's designed to help you make healthy changes to your daily routine, set smart goals and track your progress.

Get personalized recommendations to help you move more, eat better and improve your health—and have fun doing it.

Earn credits for taking healthy actions, connect with a community of people, and get the support you need to stay motivated.

Who can I call when I have questions about my benefits?

Call the UnitedHealthcare dedicated Customer Service Department at 1-877-359-3714 or 711(TTY)

Monday-Sunday 7:00 a.m. – 8:00 p.m. (Pacific)

uhc.com/calpers

Who can I call when I have questions about my Pharmacy Benefits?

Pharmacy benefits are provided through OptumRx

www.optumrx.com/calpers or (855) 505-8110

TTY: 711