Initial Step

- Call your plan customer service # to find your assigned Primary Care Physician (PCP)
- Find out your PCP’s network by calling customer service or go online
  - CCNP – Coastal Communities Physician Network works with Tenet Health (Sierra Vista & Twin Cities hospitals)
  - PC – Physician’s Choice Network works with Dignity Health (French, AG & Marian Medical hospitals)
- To change your PCP, call plan customer service before the 10th of the month for a new assigned physician on the first of the next month
- Make an appointment for a Wellness Exam; this will solidify your relationship with the physician or nurse practitioner and should make it easier to get an appointment when you need one
- When you call the PCP’s office to make an appointment, mention your network name
- To find contracted ‘Urgent Care’ locations; call your network not your health insurance plan
- Each family member can have a different Primary Care Physician (PCP)
- Visits to a Specialist require a referral from your Primary Care Physician (PCP)

Not Feeling Well?

- If this is a life-threatening event, go to the nearest hospital or call 911 ($50 co-pay)
- If not a life-threatening event, call your network to locate the nearest Urgent Care ($15 co-pay) or
- Use the Virtual Visit option to get care online ($15 co-pay) or
- Call the Nurse Help line for advice (no co-pay) or
- Call your assigned Primary Care Physician (PCP) to set-up an appointment ($15 co-pay)

Chiropractic, Acupuncture or Behavioral Health Services

- Chiro or Acupuncture: Call your HMO customer service directly for contracted providers in your area
- Counseling: Use Cal Poly’s Employee Assistance Program to schedule 3 free sessions, call 800-367-7474
- Find UnitedHealthcare Behavioral Health providers at www.liveandworkwell.com Access code: Calpers
- Anthem Traditional HMO – use online provider directory to find Mental Health services
- Blue Shield Access+ call 800-985-2405 24/7 for Mental Health services (MHSA)

Prescriptions

- Pharmacy administrators below. Mail order delivery for ongoing medications will same time and money

Contact Information

- Blue Shield Access+ 800-334-5847 www.blueshieldca.com
- Anthem Traditional 855-839-4524 www.anthem.com/ca/calpershmo
- Caremark (Blue Shield Access+) 866-346-7200 www.caremark.com
- OptumRx 855-505-8110 www.optumrx.com/calpers
- UHC Behavioral Health 800-999-9999 www.liveandworkwell.com
- Coastal Communities Physicians 800-763-7732 www.ccpnhpn.com
- Physicians Choice Network (PC) 888-560-8799 www.physicianschoicemedicalgroup.com

For more information on all plans visit: www.afd.calpoly.edu/hr/benefits