



ABC's of using an HMO (health plan)

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
 - CCPN - 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

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| <input type="checkbox"/> UnitedHealthcare | 877-359-3714 | www.blueshieldca10-prod.modolabs.net |
| <input type="checkbox"/> Blue Shield Access+ | 800-334-5847 | www.blueshieldca.com |
| <input type="checkbox"/> Anthem Traditional | 855-839-4524 | www.anthem.com/ca/calpershmo |
| <input type="checkbox"/> Caremark (Blue Shield Access+) | 866-346-7200 | www.caremark.com |
| <input type="checkbox"/> OptumRx | 855-505-8110 | www.optumrx.com/calpers |
| <input type="checkbox"/> UHC Behavioral Health | 800-999-9999 | www.liveandworkwell.com |
| <input type="checkbox"/> Coastal Communities Physicians | 800-763-7732 | www.ccpnhpn.com |
| <input type="checkbox"/> Physicians Choice Network (PC) | 888-560-8799 | www.physicianschoicemedicalgroup.com |

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