

## **Guide to health services for managed care members**



# Welcome

We're happy that you selected UC Davis Health (including UC Davis Medical Group) for your health and wellness needs, and we're glad you're a member. We value the confidence and trust you have placed in us!

Selecting one of our primary care physicians means receiving the high-quality care you deserve while enjoying the conveniences you desire — including online communication with your health care team and personalized care coordination.

Our entire staff is committed to providing you with the highest-quality health care and making your visits as pleasant and beneficial as possible.

*As part of our commitment to provide settings that support caring and healing, all of our facilities are totally smoke-free environments, inside and out.*





## Our commitment to excellence

At UC Davis Health we're proud to be considered one of the nation's leading academic health centers — and a tremendous source of expertise, caring and innovation for the benefit of our patients and our community.

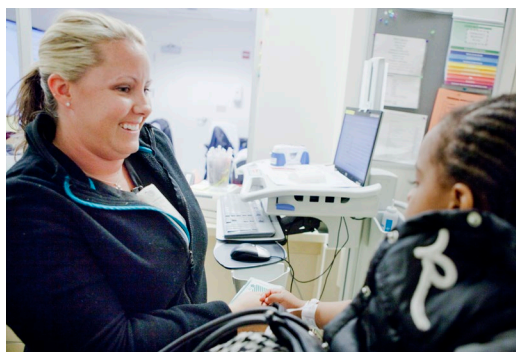


By combining exceptional primary care, highly rated outpatient specialty care and a nationally ranked teaching hospital, we offer our patients the entire spectrum of capabilities for both routine and complex health needs.

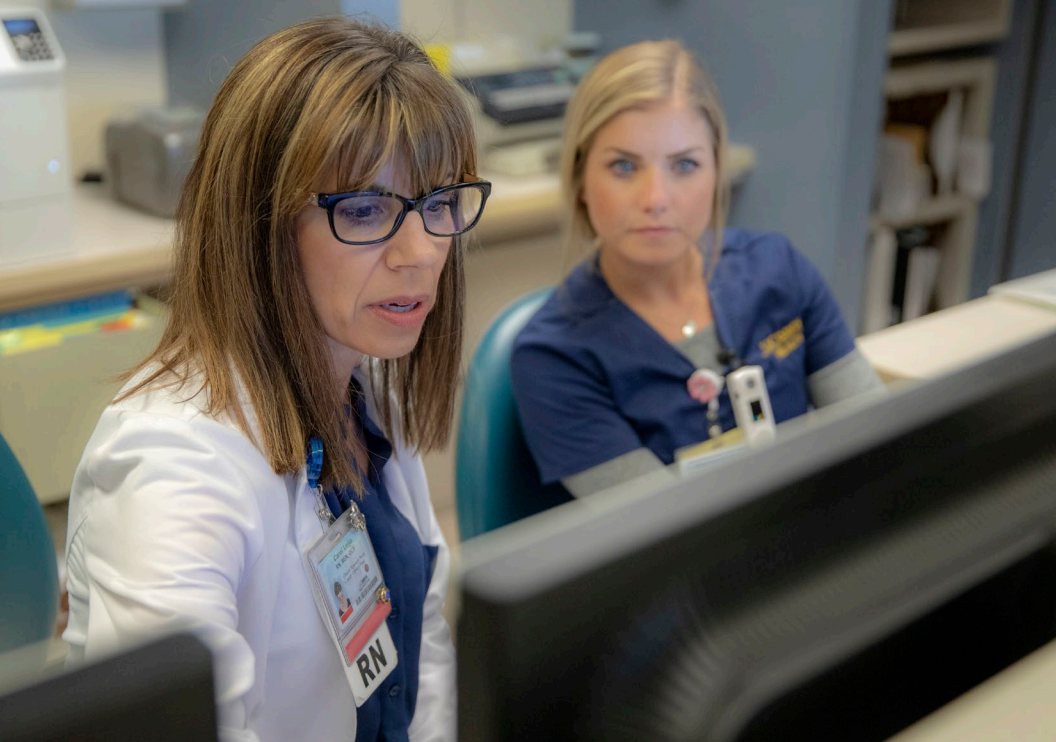
Most of our primary care clinics are recognized as Patient-Centered Medical Homes, a model designed to help your doctor spend more time getting to the heart of your health goals and challenges.

When you need help from an expert in a specific field, your physician can connect you with renowned UC Davis Health specialists across 150 areas of medicine. We routinely rank among the nation's best hospitals in multiple health specialties, and support more than 40 outpatient centers. Our services also include the UC Davis Comprehensive Cancer Center, UC Davis Children's Hospital, UC Davis Rehabilitation Hospital, UC Davis Transplant Center, UC Davis Healthy Aging Clinic and other renowned specialty centers.

UC Davis Medical Center itself is a leading referral center for the most seriously injured or ill patients and the most medically complex cases. The hospital includes more than 600 beds, highly advanced diagnostic and treatment facilities, multiple critical-care units, nationally recognized nursing care and 24-hour emergency and trauma services.



*Whether your focus is healthy aging, reducing stress, staying active or managing a chronic condition, our primary care physicians are here to listen.*



## Our commitment to quality and safety

UC Davis Medical Center is accredited by The Joint Commission, a not-for-profit organization dedicated to raising the level of safety and quality of care in all health care settings. Its accreditation is recognized within the health care industry as a symbol of quality.

UC Davis Medical Center consistently ranks among America's top hospitals in quality and service, and has been granted Magnet® recognition by the American Nurses Credentialing Center (ANCC) for quality patient care and nursing excellence.

If you have concerns about your care or safety at UC Davis Health that have not been addressed to your satisfaction, you are encouraged to contact our Patient Relations Department at **916-734-9777** or **800-305-6540** for assistance.

*UC Davis Health demonstrates an extraordinary commitment to providing safe, high-quality care and a willingness to be measured against the highest standards of performance.*

## Your rights

As a member of UC Davis Health, you have the right to:

- Receive information about UC Davis Health, its services, and provider and member rights and responsibilities.
- A discussion of medically necessary or appropriate treatment options for your condition regardless of cost or benefit coverage.
- File a complaint about the care or services you've received at UC Davis Health (including UC Davis Medical Group) or by a UC Davis provider by calling your health plan's Member Services Department (see your Evidence of Coverage Booklet) or call UC Davis Health's Patient Relations Department at **916-734-9777** or **800-305-6540**.



## **Sensitive services and confidential communications**

Members may provide an alternate confidential communication method that will assure confidentiality including prevent communications to the subscriber. Any service that is sensitive will have billing, explanation of benefits and other related communications directed to the alternate communication method. Members should notify their primary care provider or specialist at the time of service if they wish to give an alternate communication method. Sensitive services include reproductive health, gender affirming care, mental health or substance abuse treatment, and domestic violence. Members may also contact their health plan member services number found on their insurance card.

## **Interpreting services**

All members may also obtain access to interpreting services through their health plans. Access via your health plan Member Services or health plan website.



## Services offered at our offices

We offer convenient primary care office locations in many communities across the greater Sacramento area. Many also feature outpatient specialty services. Services may vary from location to location. Your primary care physician's office will provide you with more information about the specific services it offers. In general, UC Davis Health (including UC Davis Medical Group) offices offer:

### Primary care physicians

- Family medicine
- Family medicine with obstetrics
- Internal medicine
- Pediatrics

### Many also offer:

- Laboratory services
- Imaging services, such as X-rays, mammography, or CT scans
- Pharmacy
- Ultrasound
- Infusion therapy

### On-site UC Davis specialists\*

- Allergy
- Cardiology
- Dermatology
- Dietetics
- Electrocardiography
- Endocrinology
- Gastroenterology
- General Surgery
- Geriatrics
- Hematology/Oncology
- Infectious Diseases
- Integrative Medicine
- Nephrology
- Neurology
- Obstetrics/Gynecology
- Ophthalmology
- Orthopaedics
- Otolaryngology/ENT
- Pain Management
- Psychiatry
- Pulmonology
- Rheumatology
- Sleep Medicine
- Sports Medicine
- Urology
- Vascular Medicine

\*Available specialties vary by location. Additional specialties are also available at UC Davis Medical Center in Sacramento.



## Things to know about getting started as a patient

If you're just starting with us, we encourage you to schedule an appointment with your new primary care doctor to establish your health care relationship. As you do, please keep these important points in mind.

If you're new to this plan, or new to managed care and HMO plans in general, here are some extra-important things to remember as you seek care.

## Partnering to provide your care

UC Davis Health (including UC Davis Medical Group) partners with the following health plans in order to create a health maintenance organization (HMO) that provides affordable, quality care with outstanding primary care providers and specialists:

- Anthem Blue Cross
- Blue Shield of California
- Cigna
- Health Net
- United Health Care
- Western Health Advantage

Your health insurance card will have the name of your health plan partner, and include your provider group primary care provider or primary care clinic.

## Avoiding extra costs for out-of-network care

By choosing a managed care plan and joining our HMO, you have agreed to use physicians and other health care providers that are within a specific network. **If you receive care from a physician or health care provider outside of this network, you could face significant additional “out-of-pocket” costs.** These are “extra” costs that you would not otherwise face by using providers within the network.

**For example:** radiology (imaging), laboratory, and pharmacy services are available at many UC Davis Health clinic locations. If your provider orders lab work for you, and you have it completed at a non-UC Davis laboratory, you could be at risk for out-of-pocket expenses. **Be sure to obtain prior authorization for any service with a provider that is not contracted with UC Davis Health.**

## Prior authorization for some in-network care

When you see providers within our HMO network, prior permission or “authorization” is still required for several types of services, including but not limited to:

- Urgent care
- Surgeries and some office procedures
- Medications such as chemo-therapy and IV infusions
- Complex radiology and imaging, such as scans
- Durable medical equipment, such as oxygen equipment, wheelchairs, crutches or blood testing strips

## Helpful answers about your specific plan

If you have questions — now, or later on — UC Davis Health has a dedicated team of employees whose job is to help answer them, by staying as familiar with the workings of your HMO plan as possible. Calling this team first with any questions can help make sure that you’re always receiving the most up-to-date information.

The team is known as the UC Davis Health (including UC Davis Medical Group) Managed Care Utilization Department, and is a group of specially trained nurses, referral specialists and physicians who review authorization requests from your providers. Department staff are available Monday through Friday from 8 a.m. to 5 p.m. at **916-734-9900, option #3, or 800-445-3936, option #3.**

## Authorization decisions

- Authorization decisions are made based solely on your benefit coverage and the appropriateness of care. UC Davis Health (including UC Davis Medical Group) does not compensate practitioners or individuals conducting utilization reviews for denials of coverage or service.
- There are no financial incentives for Utilization Management decision-makers to encourage denials of coverage or service that may result in under-utilization of services.
- Upon request, a description of the Utilization Management review process will be provided. You may also request a copy of the criteria sets utilized to either approve or deny authorization requests by calling **800-445-3936, option #3.**

Please review your health plan booklet for coverage details. If you have questions about your benefits, how to contact your doctor or how to obtain routine services, please call our Managed Care Utilization Department at **916-734-9900, option #3**, or **800-445-3936, option #3**. You may also find information at our UC Davis Health (including UC Davis Medical Group) Managed Care website at **health.ucdavis.edu/managedcare**.

You can also consult your health insurance card for important health plan contact information.

Note: For services such as behavioral health, chiropractic care and acupuncture, your providers may not be UC Davis Health physicians. Please note your insurance card and evidence of coverage for “carve out benefits” and how to obtain this kind of care.

## Online communication using MyUCDavisHealth

Once you have established a relationship with your doctor, we encourage you to set up a MyUCDavisHealth (formerly MyChart) account to securely and confidentially communicate with your doctor’s team. The MyUCDavisHealth web portal, and the MyUCDavisHealth companion mobile app, allow you to:

- View your test results, medical records and history
- Request or cancel appointments
- Participate in telehealth video visits with your provider
- Refill a prescription
- Request a referral
- Send a brief note to your doctor or the office
- Pay your bill or co-pay online
- Communicate on behalf of your children and others in your care
- View health education articles, videos and resources
- Review your after-visit summary
- (App only) Integrate data from select third-party apps
- View notifications of authorized services from UC Davis Health Managed Care
- And more

To begin using MyUCDavisHealth, first create an account online by visiting the UC Davis Health website and using the menu links to navigate to the MyUCDavisHealth page. You can then use MyUCDavisHealth in a regular web browser, or by downloading the MyUCDavisHealth app. For questions or access support, call **916-703-HELP (916-703-4357)**.





# Making the most of your appointments

We offer several types of appointments to help make your visits as beneficial as possible.

## General appointments

General appointments can be in-person or via video visits and include physical exams, non-urgent new-patient appointments, and return or follow-up appointments.

- To help us provide timely service for all our patients, please arrive 15–30 minutes before

your scheduled appointment to complete registration forms. Please bring your health plan card with you.

*Please let us know if you have multiple health issues you want to address during your visit.*

- If you wish to cancel or reschedule an appointment, please call your doctor's office at least 24 hours in advance to allow us the opportunity to accommodate additional patients in need of care.
- If you have a co-payment, your insurance provider requires that we collect it when you arrive for your appointment. For your convenience, we accept debit/credit cards and checks.
- When you make an appointment, please let the scheduler know if you have multiple issues that you want to address with the doctor, so that sufficient time can be allotted for your visit.
- Bring a list of questions you want to ask the doctor and a list of any medications you are using on a regular basis, including over-the-counter medications and herbal remedies. If you have an advance health care directive, please bring a copy of it with you.

## Same-day appointments

Same-day appointments address medical problems that need attention right away. During regular business hours, call your primary care physician's office and tell the scheduler the nature of your problem.

## After-hours care

### In-person care

We also partner with urgent care centers and 24-hour on-call services for additional coverage.

To schedule an after-hours appointment, please call your clinic at any time of day or night, on any day of the week, and ask to speak with the nurse on call. The nurse on call will manage your referral to clinics



within the UC Davis primary care network or with an external urgent care partner, when appropriate.

To learn more scan this QR code or visit [health.ucdavis.edu/managed-care/urgent-care](https://health.ucdavis.edu/managed-care/urgent-care).

## **Telehealth Express Care**

You can also use our online and mobile express care option, known as Telehealth Express Care, for same-day and extended-hours video visits with UC Davis clinicians. You can use this service to discuss non-emergency issues such as flu-like symptoms, urinary tract issues, GI problems, and more. Express Care is accessed through the MyUCDavisHealth app or web portal by clicking on “Express Care.” Member office visit copay applies. For questions or access support, call **916-703-HELP (916-703-4357)**.

## **In-Home Urgent Care (Special Situations)**

For some situations or conditions, our staff or advice nurse may connect you with UC Davis Health’s in-home urgent medical care service. This service is provided by our partner Dispatch Health. Note: Patients cannot directly make an appointment with this service.

## **Emergencies**

If you have a life-threatening emergency, call 9-1-1 and/or go to the nearest emergency facility. You do not need your primary care physician’s approval or referral in the case of an emergency.

## **Requests for medication refills and forms**

### **Medication refills**

Once you have established care, discuss with your primary care physician the variety of ways you can have your routine medications refilled.

- Receive your medications at your doorstep through our prescription delivery service at no additional cost. Most prescriptions are eligible for delivery services, including refrigerated medication.
- Most medication refill requests can be submitted online through MyUCDavisHealth or requested during an appointment with your primary care physician.
- For mail-order pharmacy refills, please contact your primary care physician’s office for instructions.
- UC Davis Health itself operates several outpatient pharmacies on its Sacramento campus, as well as a pharmacy at the Covell Blvd. clinic in Davis.

## Forms

Please allow at least one week for completion of forms, such as disability, insurance, sports physicals and DMV forms. There may be a charge for completion of some forms. In addition, you may need to schedule an appointment with your physician for completion of certain forms.

## Referral to specialists

As a member of a managed care network, you will need a referral from your primary care physician for health care services you receive for specialty or ancillary services. These health care services include, but are not limited to, specialty care and services provided at an urgent-care facility.

- You do not need a referral to see a reproductive health provider (OB/GYN) and annual eye exams.
- When referrals are necessary, most patients are referred to UC Davis Health specialists and utilize UC Davis Health facilities for ancillary services.
- If your physician advises that a referral to a specialist or a diagnostic test is appropriate for you, he or she will complete a consultation request form. The office's referral coordinator will contact the Managed Care Utilization Management Department for authorization.
- As soon as the referral has been approved, you will receive a notice acknowledging the authorization and listing the consulting service. You also will receive information on how to schedule an appointment.
- If you have not been contacted about your specialist appointment or diagnostic test within 10 working days (for a non-emergency referral), please call your primary care physician's office.

## Admission to the hospital

Should you require hospital admission, we are pleased to offer you the services of UC Davis Medical Center — nationally recognized for excellence and quality — where UC Davis Health hospital-based physicians and specialists provide inpatient care. When required, we also utilize area community hospitals where our physicians may have privileges. Be sure to have prior authorization before admitting to a community hospital outside of UC Davis Medical Center.

# Physical Medicine and Rehabilitation

UC Davis Health/UC Davis Medical Group assigns physical medicine and rehabilitation service providers for members based on the location of their primary care provider (PCP). Requests for physical therapy services that are not provided by the assigned physical therapy provider are considered an “out-of-network” service and subject to redirection to the assigned physical therapy provider. Members are either assigned to certain Burger Physical Therapy locations or to UC Davis Health’s Point West physical therapy clinic (also known as Physical Medicine and Rehabilitation), based on their primary care provider clinic below:

UC Davis Clinic	Location	In-Network Location
Carmichael	Madison Ave.	UC Davis Physical Therapy
Elk Grove	Laguna Blvd.	UC Davis Physical Therapy
Family Practice/ACC	Y Street	UC Davis Physical Therapy
General/Internal Medicine ACC	Y Street	UC Davis Physical Therapy
Midtown	Folsom Blvd.	UC Davis Physical Therapy
Rancho Cordova	Data Drive	UC Davis Physical Therapy
Sacramento County Primary Care	Broadway	UC Davis Physical Therapy
Auburn	Bell Road	Burger
Davis	West Covell Blvd.	Burger
Folsom	Turn Pike Drive	Burger
Rocklin/Placer Center for Health	West Ranch View Dr.	Burger
Roseville	Roseville Parkway	Burger



# Health Management and Education

## Additional resources for your specific health care needs

We encourage and welcome participants to enroll in our free education classes or connect with one of our case managers.

We offer a number of educational programs for individuals with chronic conditions, as well as classes for those wanting to improve their health and well-being. In addition, our Ambulatory Case Management team of patient navigators, nurses, social workers, and pharmacists can help you navigate your care and resources — and are just a phone call away.

### Health Education

This program includes in-person and virtual education classes focusing on chronic conditions and prevention strategies. Multi-class series on diabetes management, heart health strategies, blood pressure control and quit tobacco are just some of the programs we offer. Individual classes include stress management, healthy eating and nutrition, as well as the important topic of Advance Directives (commonly known as Living Wills) to name a few. Patients participating in self-management programs lead healthier lives and have fewer doctor and hospital visits. Patients can register for a class by calling us, asking their provider, visiting [livinghealthy.ucdavis.edu](https://livinghealthy.ucdavis.edu), or enrolling directly through MyUCDavisHealth.

### Ambulatory Case Management

This program offers you access to a case manager over the phone. Depending on your need, our patient navigators can connect you to one of our registered nurse, social work, or pharmacy case managers.

## What does a case manager do?

- Provides coaching and support for your efforts to manage your health and wellness
- Helps coordinate your care after an unexpected illness or hospitalization
- Promotes health education
- Connects you to health care resources to help you stay well
- Eases transitions between hospital and home
- Offers consultation to address medication, nutrition or behavioral health concerns
- Connects you with community programs and services
- Assists you in keeping track of your care
- Answers your health questions

Contact us at **916-734-0718** or visit [livinghealthy.ucdavis.edu](http://livinghealthy.ucdavis.edu).

## Well-child exams

UC Davis Health encourages well-child visits because they will help to keep your child healthy. The well-child visit addresses:

- Health and safety
- Hearing and vision
- Immunizations
- Nutrition and diet
- Physical fitness and general health care
- Sleep habits
- Growth and development
- Behavior and discipline
- Emotional, social or learning issues

## TDD and interpreting services

Telecommunication Device for the Deaf (TDD) calls can be made to Medical Interpreting Services at **916-734-7428** and Patient Account Services at **916-734-9230**.

Interpreting services are available in 200+ languages, including American Sign Language. Interpreting services are provided either in person or through video or telephone conference.

## General information (non-TDD services)

Patient Account Services: **916-734-9200**

Interpreting and Translation Services: **916-734-2321**

24-hour operator: **916-734-2011**

# Speak Up<sup>™</sup> About Your Care



**S**peak up...



**P**ay attention...



**E**ducate yourself...



**A**dvocates (family members and friends) can help...



**K**now about your new medicine...



**U**se a quality health care organization...



**P**articipate in all decisions about your care...

**The goal of Speak Up<sup>™</sup> is to help patients and their advocates become active in their care.**

Speak Up<sup>™</sup> materials are intended for the public and have been put into a simplified (i.e., easy-to-read) format to reach a wider audience. They are not meant to be comprehensive statements of standards interpretation or other accreditation requirements, nor are they intended to represent evidence-based clinical practices or clinical practice guidelines. Thus, care should be exercised in using the content of Speak Up<sup>™</sup> materials. Speak Up<sup>™</sup> materials are available to all health care organizations; their use does not indicate that an organization is accredited by The Joint Commission.

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# UC Davis Health primary care

## Auburn

**Family Medicine, Internal Medicine,  
and Specialty Care**

3200 Bell Road  
Auburn, CA 95602  
530-888-7616

## Carmichael/Citrus Heights

**Family Medicine, Internal Medicine,  
and Specialty Care**

7551 Madison Ave.  
Citrus Heights, CA 95610  
916-904-3000

## Davis

**Family Medicine, Internal Medicine,  
Pediatrics and Specialty Care**

2660 W. Covell Blvd., Suites A, B & C  
Davis, CA 95616  
530-747-3000

**Family Medicine, Internal  
Medicine/Pediatrics**

**Davis Campus Clinic**  
684 Hutchison Drive  
Davis, CA 95616  
530-297-2330

## Elk Grove

**Family Medicine, Internal Medicine,  
Pediatrics and Specialty Care**

8110 Laguna Blvd.  
Elk Grove, CA 95758  
916-683-3955

## Folsom

**Family Medicine, Internal Medicine  
and Specialty Care**

271 Turn Pike Drive  
Folsom, CA 95630  
916-985-9300

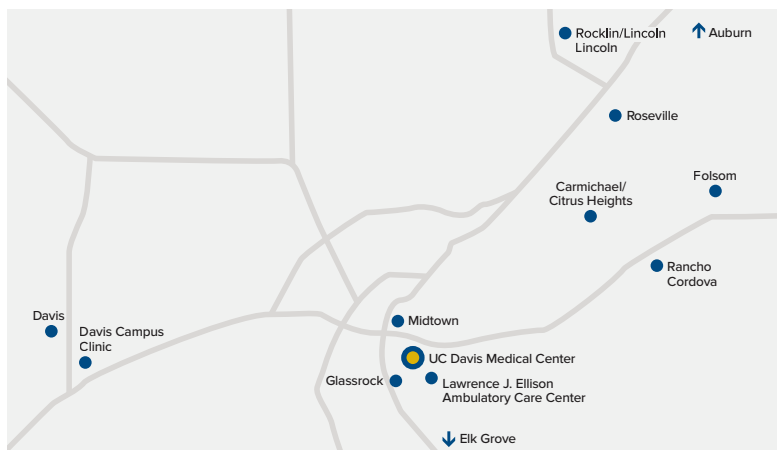
**Pediatrics and Specialty Care**

1370 Prairie City Road  
Folsom, CA 95630  
916-985-9300

## Rancho Cordova

**Family Medicine and Specialty Care**

3201 Data Drive  
Rancho Cordova, CA 95670  
916-851-1440



## Rocklin

### Family Medicine, Internal Medicine and Specialty Care

In the Placer Center for Health  
550 W. Ranch View Drive, Suite 2005  
Rocklin, CA 95765  
916-295-5810

## Roseville

### Family Medicine, Internal Medicine, Pediatrics and Specialty Care

1620 East Roseville Pkwy., Suite 200  
Roseville, CA 95661  
916-783-7109

## Sacramento

### Family Medicine, Internal Medicine, Pediatrics and Specialty Care

Midtown Ambulatory Care Center  
3160 Folsom Blvd.  
Sacramento, CA 95816  
916-734-5846  
(Pediatrics and Family Medicine)  
916-734-7777  
(Internal Medicine and Family Medicine)

916-286-8700  
(Midtown Commons Family Practice and Internal Medicine/Pediatrics)

### Healthy Aging Clinic

3160 Folsom Blvd., Suite 1400  
Sacramento, CA 95816  
916-731-1831

(Located in the Midtown Ambulatory Care Center)

### Integrative Medicine

3160 Folsom Blvd., Suite 1400  
Sacramento, CA 95816  
916-734-7250

(Located in the Midtown Ambulatory Care Center)

### Family Medicine (faculty practice) and Specialty Care

Lawrence J. Ellison  
Ambulatory Care Center  
4860 Y St., Suite 1600  
Sacramento, CA 95817  
916-734-3630

### Internal Medicine (faculty practice)

4860 Y St., Suites 0100 & 0400  
Sacramento, CA 95817  
916-734-2737

### Pediatrics (faculty practice)

Glassrock Building  
2521 Stockton Blvd., Suite 2304B  
Sacramento, CA 95817  
916-734-3112

### Physical Therapy, Rehabilitation and Specialty Care

Point West Clinic  
1535 River Park Drive  
Sacramento, CA 95815  
916-286-1080  
(Sports Medicine and Orthopaedics)  
916-734-6700  
(Physical Medicine and Rehabilitation/physical therapy)

### Obstetrics and Gynecology

4860 Y St., Suite 2500  
Sacramento, CA 95817  
916-734-6900

Some UC Davis Health primary care physicians are accepting new patients. For listings by location and by primary care specialty, visit [physicians.ucdavis.edu](https://physicians.ucdavis.edu) and use the search tool. For assistance, please call the UC Davis Consumer Resource Center at **800-2-UCDAVIS (800-282-3284)**.

Specialties and support services at UC Davis Health clinics can change over time. To verify a specific service, please call the clinic.





## Making the most of your new plan

Welcome! If you're just starting with us, or new to managed care and HMO plans, this booklet will help you make the most of your new health care relationship with us. Some important things you'll find inside:

- How to avoid "extra" costs for out-of-network care or unauthorized care (see pages 11 to 13)
- How to get the most accurate answers to questions about your plan (see pages 12 to 13)
- How to make care easier using the MyUCDavisHealth app or website (see page 13)
- Info on same-day and urgent care options, and emergencies (see pages 14 to 16)
- Info on specialty and hospital care (see page 17)



2315 Stockton Blvd.  
Sacramento, CA 95817  
800-2-UCDAVIS (800-282-3284)  
[health.ucdavis.edu](https://health.ucdavis.edu)

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