



Guide to health services for managed care members



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.

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!





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.

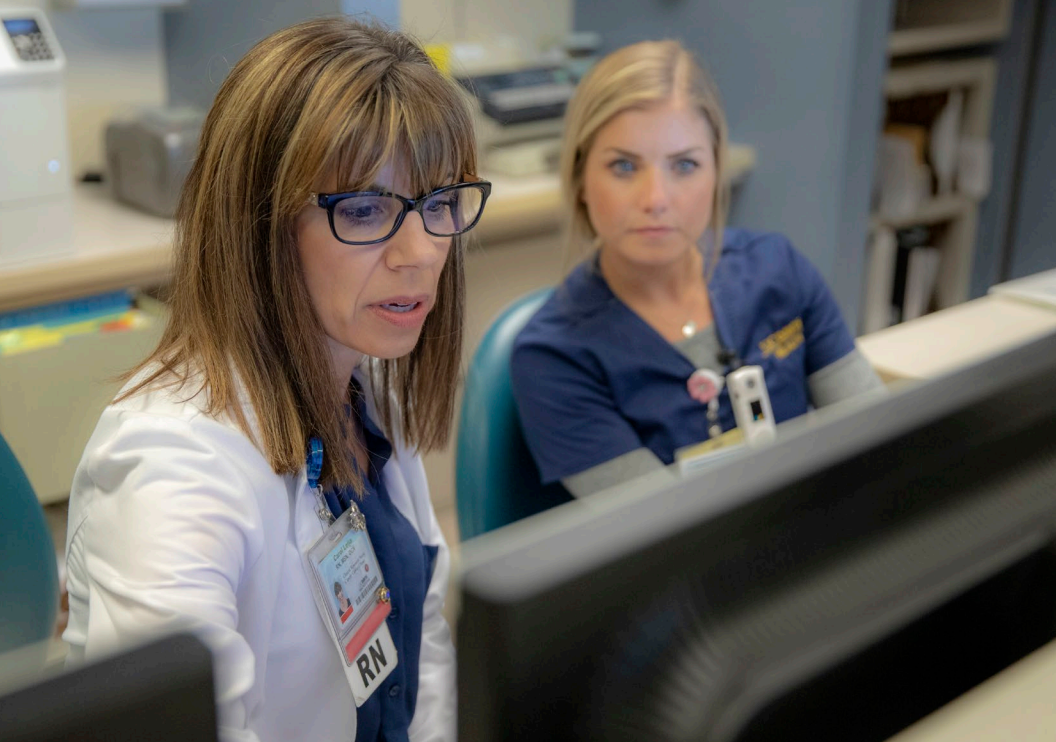
Our primary care clinics are recognized as Patient-Centered Medical Homes, a model designed to help your doctor spend more time getting to the heart of your health goals and challenges.

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 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 646-bed hospital includes highly advanced diagnostic and treatment facilities, nine 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.





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.

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.



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**.



Services offered at our offices

We offer convenient primary care office locations in 10 Sacramento-area communities. 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 chemotherapy 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 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.

Online communication using MyUCDavisHealth

Once you have established a relationship with your doctor, you have the option of using MyUCDavisHealth (formerly MyChart) to securely and confidentially communicate with your doctor’s office. 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.

- 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.

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

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

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 and ask to speak with the physician on call. The on-call physician will manage your referral to clinics within the UC Davis primary care network or with an external urgent care partner, when appropriate.

Express Care

You can also use our new 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)**.

Emergencies

If you have a life-threatening emergency, call 911 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.

- 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.



Providing for special needs

We encourage people with chronic diseases, such as diabetes or congestive heart failure, to participate in special health programs.

Health Management and Education Program

This program includes shared medical appointments, support groups and educational classes in addition to your regular medical appointments. Studies have found that patients who attend chronic disease

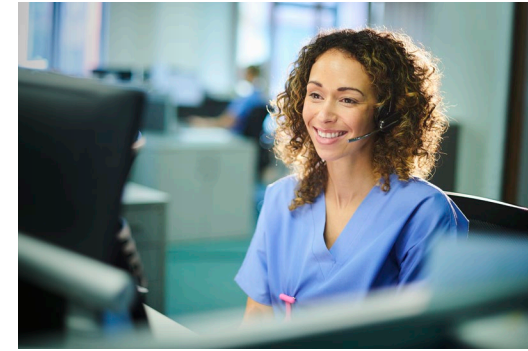
self-management programs have fewer hospitalizations. Patients in the self-management program also have fewer doctor and emergency room visits. Learn more about health management and education at livinghealthy.ucdavis.edu.

Ambulatory Case Management

This program offers you access to a Case Manager or nurse over the phone. Your Case Manager can help to:

- Provide coaching and support for your efforts to manage your health and wellness
- Help coordinate your care after an unexpected illness or hospitalization
- Connect you to health care resources to help you stay well
- Ease transitions between hospital and home
- Offer consultation to address medication, dietary or mental health concerns
- Answer your health questions
- Connect you with community programs and services
- Assist you in keeping track of your care
- Promote health education

Contact the Health Management, Education and Ambulatory Case Management teams toll-free at **916-734-0718**.



If you suffer from a chronic disease, ask your primary care physician about participating in our health management and education programs.

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 Operator Services at **916-635-3061**; Patient Account Services at **916-734-9230**; and Medical Interpreting Services at **916-734-7428**.

Interpreting services are available in 200+ languages, including American Sign Language.

Interpreting services are provided either in person or through video or telephone conference.

Speak Up™ About Your Care

-  Speak up...
-  Pay attention...
-  Educate yourself...
-  Advocates (family members and friends) can help...
-  Know about your new medicine...
-  Use a quality health care organization...
-  Participate in all decisions about your care...

The goal of Speak Up™ is to help patients and their advocates become active in their care.

Speak Up™ 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™ materials. Speak Up™ 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 locations

Auburn

Family Medicine, Internal Medicine, Pediatrics and Specialty Care

3200 Bell Road
Auburn, CA 95603
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, Family Medicine with Obstetrics, Internal Medicine, Pediatrics and Specialty Care

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

Family Medicine

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

Many UC Davis Health primary care physicians are currently accepting new patients. For listings by location and by primary care specialty, visit 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.

Folsom

Family Medicine, Family Medicine with Obstetrics, 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

Natomas

Family Medicine

2400 Del Paso Road, Suite 145
Sacramento, CA 95834
916-928-3940

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

550 W. Ranch View Drive, Suite 2005
Rocklin, CA 95765
916-295-5700
(In the Placer Center for Health)

Roseville

Family Medicine, Internal Medicine, Pediatrics and Specialty Care

1620 East Roseville Pkwy., Suite 200
Roseville, CA 95661
916-783-7109
(Relocated from 2261 Douglas Blvd. in January 2021)

Sacramento

Family Medicine, Internal Medicine, Pediatrics and Specialty Care

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

Healthy Aging Clinic

3160 Folsom Blvd., Suite 1400
Sacramento, CA 95816
916-731-1831
(Located in the Midtown Ambulatory Care Center)

Family Medicine and Internal Medicine with Pediatrics

Campus Commons Clinic
500 University Ave., Suite 220
Sacramento, CA 95825
916-286-8700

Family Medicine and Specialty Care

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

Internal Medicine

4860 Y St., Suites 0101 & 0400
Sacramento, CA 95817
916-734-2737

Pediatrics

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

Internal Medicine, Family Medicine, Integrative Medicine, Physical Therapy, Rehabilitation and Specialty Care

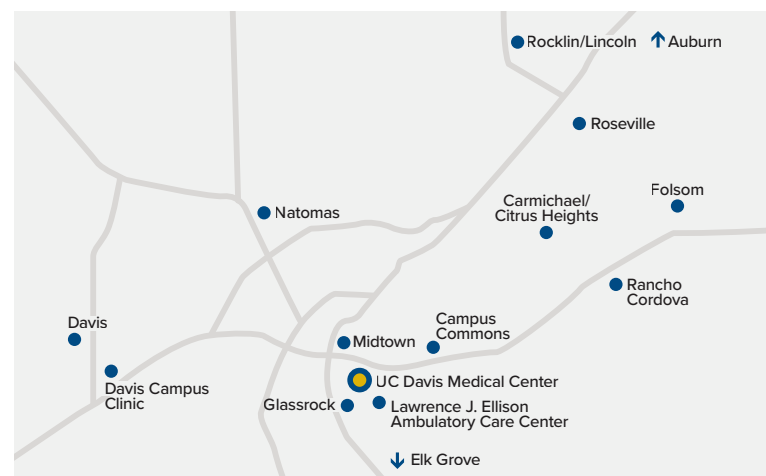
Point West Clinic
1535 River Park Drive
Sacramento, CA 95815

Obstetrics and Gynecology

4860 Y St., Suite 2500
Sacramento, CA 95817
916-734-6930

Women's Clinic

2521 Stockton Blvd., Suite 4200
Sacramento, CA 95817
916-734-6363





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)



UC Davis Health

2315 Stockton Blvd., Sacramento, CA 95817

800-2-UCDAVIS (800-282-3284)

health.ucdavis.edu

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