



Benefits designed with care

Performance HMO Networks

California Schools VEBA

Contact us:

whyuhc.com/csveba

1-888-586-6365 TTY 711

vebauhc@uhc.com








**United
Healthcare**



Review what’s covered by the Performance HMO Networks health plan

The UnitedHealthcare Performance HMO Networks plan emphasizes patient-centered quality care with the goal of keeping you and your family healthier while helping to reduce your health care costs. With this plan, there is no additional cost for preventive care.

Health plan details		Performance HMO Networks
	Network coverage only You may save money when you receive care for covered benefits from network providers.	✓
	Primary care physician (PCP) required You and each enrolled person on your plan will need to choose a PCP.	✓
	Referrals required You'll need referrals from your PCP before seeing a specialist or getting certain health care services.	✓
	Preventive care covered at 100% There's no additional cost to you for seeing a network provider for preventive care.	✓
	Behavioral health covered In-person and virtual behavioral health options covered by plan benefits.	✓



justplainclear.com

For thousands of health care terms defined simply and clearly, this is your site.

With a PCP, there’s a doctor in your corner

Your primary care physician (PCP) is your health guide—someone who can help connect you to the care you need and help you avoid cost surprises. Your health plan option requires you to select a network PCP* for you and each covered family member.

More good reasons to have a PCP



They know your health history and health goals



They provide routine care, such as annual checkups, which may help identify potential health issues earlier



They advise you when to see a specialist and provide referrals if needed**

It’s easy to browse network PCPs

- Go to uhc.com/providersearch > **Medical Directory** > **All UnitedHealthcare Plans** > **Shopping Around** (if applicable)
- Choose the name of the health plan you’re considering
- Select the appropriate calendar tile
- Choose **People** > **Primary Care** > **All Primary Care Providers**
- Change your location to search providers near you
- From the provider listing, click on the name of the PCP you’d like to select and write down the 14-digit Provider ID number—you’ll need it when you enroll

*Some health plans may allow you to choose a facility rather than a doctor as your PCP. Some states allow you to choose a specialist, like an OB/GYN, as your PCP.
**Some health plans may require a referral prior to seeing another network physician or specialist.

It's so easy to connect to your plan

With UnitedHealthcare, you get personalized digital tools that help you check in on your plan whenever you want — which makes it easier to stay on top of your benefit details.



myuhc.com

Your online hub for plan details

Built to help you manage your plan 24/7, **myuhc.com®** gives you access to all your plan info in one place, so you can:

- Find and price care
- See what's covered
- View claim details
- Check your plan balances
- Find network doctors and pharmacies
- Order prescriptions



UnitedHealthcare app

Your app for on-the-go access

When your health plan's right at your fingertips, you can manage your benefits anytime, anywhere. Download the UnitedHealthcare® app to:

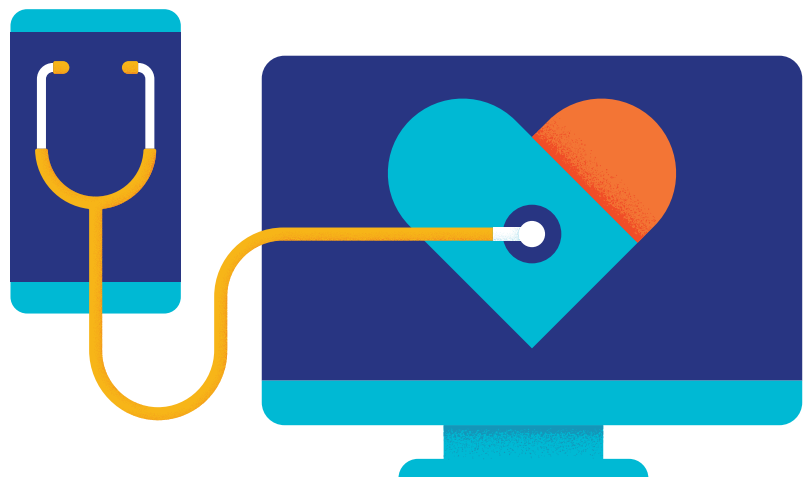
- Find nearby care options in your network
- See your claim details and view progress toward your deductible
- View and share your health plan ID card
- Video chat with a doctor 24/7



Get answers to your health care questions

Navigating health care is easier when you know who to call. Your UnitedHealthcare Customer Service team is here to help you:

- Improve your health, manage a chronic condition and understand complex medical issues
- Understand how your health plan works
- Get answers about a recent claim or how much you can expect to pay
- Find a network provider, get a new ID card or save on health care costs — and much more
- Call Customer Service at **1-888-586-6365** for help with questions about your health plan and benefits



Make the most of your new UnitedHealthcare plan

Do you need assistance with:

- Finding a primary care physician
- Transferring your medical records
- Medications
- Authorizations/Referrals

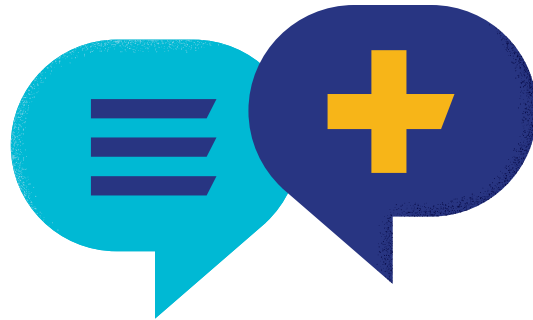
Contact the VEBA Advocacy department for assistance with transitioning to UnitedHealthcare and your new health plan.

VEBA Advocacy

1-888-276-0250

Monday–Friday, 8a.m.–5p.m. PST

vebaonline.com/contact



Important things to know about selecting or changing your PCP

A primary care physician (PCP) is your health guide — someone who can help coordinate your care and supports you in achieving your best health.

Your PCP:

- Must be a general practice, family practice, pediatrician or internal medicine provider
- Must be an individual provider, not a medical practice
- Must be accepting new patients (if you are not a current patient)
- Must be located in a town or city near where you (the subscriber) live or work
- Can be selected for the entire family or each covered member can select their own

To search for a PCP, please visit whyuhc.com/csveba.

Once you are on the whyuhc.com/csveba site > Search for a Provider > select the network you are in or interested in searching > update your location if necessary > select People > Primary Care > select type of physician

A listing of in-network PCPs will appear within your location. Here you can filter by a provider name, reviews, specialty, gender and more.

Once you have selected a PCP, click on their name. On the right hand side it will display their Provider ID number. You will need their Provider ID number to enroll or change to.

If changing your PCP, please select a new PCP and have their Provider ID number. You can change your PCP by signing in at myuhc.com or by calling us at **1-888-586-6365**.



Health and wellness benefits powered by care

Once your health plan becomes active, you can sign up for wellness programs and take advantage of health support services—all at no additional cost to you.



UnitedHealthcare Hearing

Hear life to the fullest

Your health plan includes access to 2,000+ name-brand models and styles of hearing aids at significant savings through UnitedHealthcare Hearing. Choose virtual care with hearing aid home delivery or in-person care at more than 5,500 hearing providers nationwide. Plus get in-person or virtual support for every stage of your hearing health journey.

Not sure if you have hearing loss?

Take a quick online test from the comfort of home to find out if you should schedule an appointment with a hearing provider at uhchearing.com/test.



Quit For Life

Quit tobacco for good

If you're ready to quit tobacco, Quit For Life® can help. You'll get 1-on-1 support from a Quit Coach® who can help you create a plan and provide tips and encouragement along the way. You'll also receive a quit guide, access to a members-only website, help deciding if prescription or over-the-counter medication is right for you and, if you qualify, nicotine-replacement therapy like patches or gum. To enroll, sign in at myuhc.com.



One Pass

Join a subscription fitness network

One Pass™ is a next-generation, subscription-based fitness network of gyms and studios that provides access to multiple gym and studio brands, across thousands of locations. Members can use multiple different locations during the same month and change locations at any time. Choose from 4 membership tiers that represent different levels of unlimited gym network access.





Enroll in One Pass through Rally on myuhc.com. Monthly membership charges apply.



Where to go for care

When you need care, call your primary care physician or family doctor first

Your physician has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. When seeing your physician is not possible, it's important to know your quick care options to find the place that's right for you and help avoid financial surprises.

	Quick care options	Needs or symptoms		Costs
	24/7 Virtual Visits Anywhere, anytime online doctor visits or telehealth appointments with your local physician	<ul style="list-style-type: none">• Bladder infection• Bronchitis• Cold/flu	<ul style="list-style-type: none">• Fever• Pink eye• Sinus problems	\$
	Convenience care Clinic treatment that's nearby	<ul style="list-style-type: none">• Skin rash• Flu shot	<ul style="list-style-type: none">• Minor injuries• Earache	\$\$
	Urgent care center Quicker after-hours care	<ul style="list-style-type: none">• Low back pain• Respiratory (cough, pneumonia, asthma)• Stomach (pain, vomiting, diarrhea)	<ul style="list-style-type: none">• Infections (skin, eye, ear/nose/throat, genital-urinary)• Minor injuries (burns, stitches, sprains, small fractures)	\$\$\$
	Emergency room (ER) For serious, immediate needs	<ul style="list-style-type: none">• Chest pain• Shortness of breath• Severe asthma attack	<ul style="list-style-type: none">• Major burns• Severe injuries• Kidney stones	\$\$\$\$

Take the time to care for yourself

Like any machine, your body needs regular maintenance. Catching health problems early is an important way to keep your body running strong. Also, because many health conditions have no symptoms, preventive care can help you catch health problems early, when they're easier and less expensive to treat.

Get the care you need

Regular preventive care helps you and your doctor catch health issues early—plus it's 100% covered by your health plan when you see a network doctor.

Covered preventive services include:

- An annual exam
- Prostate screenings for men
- Cancer screenings
- Pap tests and mammography for women
- Immunizations — including flu shots
- Cholesterol and blood pressure screenings

Know which preventive care screenings you need and what's covered. Visit uhcpreventivecare.com.

Virtual Visits

24/7 Virtual Visits

When you need care quickly, a 24/7 Virtual Visit is a convenient way to start feeling better faster. Talk—by phone* or video—to a doctor who can diagnose common medical conditions and even prescribe medications, if needed.**

Use a 24/7 Virtual Visit for these common conditions:

- Allergies
- Flu
- Sore throats
- Bronchitis
- Headaches/migraines
- Stomachaches
- Eye infections
- Rashes
- and more

To get started, go to uhc.com/virtualvisits.

Prepare for your 24/7 Virtual Visit

Have these 3 items handy:

- Health plan ID card
- Credit card
- Pharmacy location

Virtual therapy

Reaching out may be hard—especially if you might not want anyone to know you're hurting. From the privacy of home and the convenience of your mobile device* or computer, you can receive caring support from a licensed behavioral health virtual therapist.

Virtual therapy offers confidential counseling and includes:

- Private video sessions at a time that's convenient for you
- Help with coping — for children, teens and adults
- Similar standard of care as in-person visits

Virtual therapy is designed to help treat conditions like:

- ADD/ADHD
- Addiction
- Anxiety
- Depression
- Mental health disorders

To find a provider and schedule a visit:

1. Sign in or register on myuhc.com. Then, go to Find a Doctor > Behavioral Health Directory > People > Provider Type > Telemental Health Providers.
2. Call the provider to set up an appointment.

Now at a \$0 Copay

UnitedHealthcare members now have a \$0 copay when accessing 24/7 Virtual Visits through one of the providers listed below. Available on all UnitedHealthcare/VEBA HMO plans.

Optum

amwell

dr. on demand

Teladoc
HEALTH



*Data rates may apply.

**Prescription services may not be available in all states.

As per state telehealth rules and regulations. Certain prescriptions may not be available, and other restrictions may apply.

Support for emotional well-being

Employee Assistance Program (EAP)	<p>Receive confidential support available 24/7 for short-term needs, at no cost to you and your household members.</p> <p>EAP provides services for:</p> <ul style="list-style-type: none"> • Family and relationship support • Anger management • Marital problems • Legal/financial services • Child care and elder care • Addiction/recovery support • Life transitions 	<p>Call 1-888-625-4809 TTY 711 or visit liveandworkwell.com</p>
Live and Work Well	<p>Creating a healthy work-life balance can be challenging. Live and Work Well offers support for stressful situations such as:</p> <ul style="list-style-type: none"> • Anxiety and stress • Alcohol and drug use • Grief and loss • Marital problems • Eating disorders • Compulsive spending or gambling • Medication management 	<p>Visit liveandworkwell.com</p>
Talkspace	<p>Communicate with a licensed therapist via text or live video using your phone or desktop. No office visit is required and you can start therapy within hours of choosing a therapist. It's confidential and convenient. Your behavioral health benefit applies as an office visit for each week of unlimited texting via Talkspace.</p>	<p>Register at talkspace.com/connect</p>
Behavioral health support	<p>From everyday challenges to more serious issues, you can receive confidential help from a psychiatrist or therapist for:</p> <ul style="list-style-type: none"> • Depression, stress and anxiety • Substance use and recovery • Eating disorders • Parenting and family problems <p>You can schedule a visit in person or virtually.</p>	<p>Virtual behavioral health visits:</p> <ul style="list-style-type: none"> • Sign in to liveandworkwell.com • Select Find a Resource > virtual visits • Choose “Get Started.” You can schedule an appointment online or by phone. <p>In person: Search for a provider near you on liveandworkwell.com</p>
Self Care by AbleTo	<p>Get access to self-care techniques, coping tools, meditations and more — anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into tools created by clinicians that are suggested for you based on your responses to a short, optional assessment.</p>	<p>Download the app at ableto.com/begin</p>
ABA therapy	<p>Applied behavior analysis (ABA) therapy—included as part of your benefits* —uses behavioral principles to teach children skills and behaviors they may not otherwise learn on their own.</p>	<p>Call 1-888-625-4809, TTY 711</p>
Substance use disorders	<p>If you or someone you love is struggling with substance use, call the Substance Use Treatment Helpline. It's available 24/7 as part of your benefits and is completely confidential—you can even remain anonymous.</p>	<p>To speak with a recovery advocate who will listen, provide support and develop a personalized recovery plan, call 1-855-780-5955. Or visit liveandworkwell.com/recovery to find care options and resources.</p>

*Pre-certification is required. If your child has already been diagnosed with autism and is receiving treatment, your provider may already be approved.

Participating medical groups*

Network 1 *

Group name	Group #	Group name	Group #
Imperial County		Optum Care Network - East West	028411
Premier Patient Care IPA	034300	Optum Care Network - Glendale/Verdugo	028437
Los Angeles County		Optum Care Network - Huntington Memorial	028434
Allied Pacific of California IPA	012244	Optum Care Network - LA County	028393
Altamed Los Angeles County IPA	028951	Optum Care Network - Little Company of Mary	028436
Altamed Medical Group	028928	Optum Care Network - Long Beach	028454
High Desert Medical Group	003804	Optum Care Network - Methodist	028451
Lakeside Medical Group Central - Burbank/ North Hollywood	024664	Optum Care Network - Montebello	028388
Lakeside Medical Group Central - Central Valley	024670	Optum Care Network - Northridge	028416
Lakeside Medical Group Central - Glendale	024662	Optum Care Network - Pasadena	028410
Lakeside Medical Group Central - North Valley	024671	Optum Care Network - San Dimas	028419
Lakeside Medical Group Central - Santa Clarita	024677	Optum Care Network - San Fernando Valley	028423
Lakeside Medical Group Central - Verdugo Hills	024681	Optum Care Network - San Fernando Valley West	028460
Lakeside Medical Group East - Glendora	024674	Optum Care Network - San Gabriel Valley	028422
Lakeside Medical Group East - Pomona	024679	Optum Care Network - South Bay	028417
Lakeside Medical Group East - San Gabriel Valley	024686	PIH Health Physicians Downey	033200
Lakeside Medical Group East - West Covina	024675	Prospect Medical Group - North	003948
Lakeside Medical Group West - Agoura Hills	024672	Regal Medical Group - Burbank/Glendale	017556
Lakeside Medical Group West - Tarzana	024684	Regal Medical Group - Central Valley Region	012410
Lakeside Medical Group West - West Hills/ Canoga Park	024683	Regal Medical Group - Downey	017547
MemorialCare Medical Group	025679	Regal Medical Group - Downtown Los Angeles Region	014163
Omnicare Medical Group	014498	Regal Medical Group - East San Gabriel	017555
Optum - Bixby Knolls	028435	Regal Medical Group - Glendale Physicians Alliance	023187
Optum - Long Beach	028455	Regal Medical Group - Greater Covina	017778
Optum - Long Beach/North Orange County	028459	Regal Medical Group - Long Beach	017552
Optum - Los Angeles	028463	Regal Medical Group - San Gabriel Region	014888
Optum - Los Angeles/San Gabriel	028391	Regal Medical Group - St Francis	017551
Optum - Magan Medical Clinic	028445	Regal Medical Group - West Valley	017554
Optum - San Fernando	028440	Regal Medical Group - Whittier	017550
Optum - San Fernando Valley	028442	Seoul Medical Group Inc	019881
Optum - San Gabriel	028764	Sierra IPA	023025
Optum - South Bay	028403	Sierra Medical Group Clinic	023023
Optum - Valencia	028414	Sierra Medical Group - Santa Clarita	029357
Optum Care Network Applecare Select	025327	St Vincent Medical Group IPA	014697
Optum Care Network - Arcadia	028404	Torrance Memorial IPA	026488
Optum Care Network - Burbank/Glendale	028401	Orange County	
Optum Care Network - Central LA	005273	ADOC - Fountain Valley Division	025400
Optum Care Network - Citrus	028428	ADOC - Los Alamitos Division	025401
Optum Care Network - East LA	028399	Altamed Group Orange County IPA	029116

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Network 1 continued

Group name	Group #	Group name	Group #
Altamed Medical Group	028928	San Bernardino County	
AMVI (American Vietnamese)	012130	Alliance Desert Physicians	024628
Daehan Prospect Medical Group	027362	Chaffey Medical Group	027892
Family Choice Medical Group Inc	019394	Desert Oasis Healthcare	021796
Greater Newport Physicians - MemorialCare	026695	Desert Valley Medical Group	027411
MemorialCare Medical Group	025679	Fenix Medical Group	029490
Noble AMA IPA	016335	Heritage Victor Valley IPA Medical Group	028857
Optum - Orange County	028427	Optum - Beaver Medical Group	027825
Optum Care Network - Arta Health	029878	Optum - Pinnacle Medical Group	027850
Optum Care Network - Monarch	021963	Optum Care Network - Inland Valley	006045
Optum Care Network - South Coast	028461	Optum Care Network - Redlands	001026
Prospect Gateway Medical Group	014548	Optum Care Network - San Bernardino	019383
Prospect Genesis Healthcare	014904	Providence Affiliated Physicians - St Mary	027648
Prospect Health Source Medical Group	016209	Redlands - Yucaipa Medical Group	027828
Prospect Medical Group - Central	011276	Regal Medical Group - APSI	020670
Prospect Medical Group - Huntington Beach	017597	Regal Medical Group - Chino Valley	017553
Prospect Medical OC - Central	034010	Regal Medical Group - San Bernardino	020668
Prospect Medical OC - Irvine Coast	034011	San Diego County	
Propsect Medical OC - North	034014	Borrego Springs DCN PCPS	017812
Propsect Medical OC - North Coast	034013	Optum Care Network - North County SD	006039
Prospect Medical OC - South	034015	Optum Care Network - North County SD	016223
Prospect Northwest OC Medical Group	011567	Encinitas	
Anaheim Division		Rady Children's Health Network	028561
Prospect Professional Care IPA Medical	014722	Sharp Community Medical Group	004395
Group Inc		Sharp Community Medical Group - Arch	028360
Regal Medical Group - Caduceus	019793	HealthPartners	
Regal Medical Group - Orange County	018831	Sharp Community Medical Group - Chula Vista	006129
Seoul Medical Group - Orange County	029550	Sharp Community Medical Group - Coronado	014128
Riverside County		Sharp Community Medical Group - Graybill	015882
Desert Oasis Healthcare	021796	Sharp Community Medical Group - Graybill	025448
Optum Care Network - Citrus Valley	021243	North Coastal	
Optum Care Network - Corona	005232	Sharp Community Medical Group - Grossmont	006130
Optum Care Network - Desert Cities	018657	Sharp Community Medical Group - Inland North	014174
Optum Care Network - Moreno Valley	003111	Sharp Rees - Stealy Medical Group	001035
Optum Care Network - Riverside	008331	Ventura County	
Optum Care Network - Southwestern Valleys	006657	Dignity - DHMN - Ventura	034490
Regal Medical Group Riverside	021553	Lakeside Medical Group West - Simi Valley	024682
Regal Medical Group Temecula	020950	Lakeside Medical Group West - Thousand Oaks	024678
Riverside Medical Clinic Inc	014897	Regal Medical Group Ventura County	021557
Tri-Valley Medical Group	026432		

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Network 2*

Group name	Group #	Group name	Group #
Los Angeles County		Prospect Medical Group - North	003948
Access Medical Group Inc	010246	Prospect Medical LA - Central	034008
Access Santa Monica Independent Physicians Association, Inc.	025517	Prospect Medical LA - East	033971
Allied Pacific of California IPA	012244	Prospect Medical LA - Harbor	033973
Axminster Medical Group - Providence Medical Associates	012143	Prospect Medical LA - San Fernando Valley	033977
Family Care Specialists IPA A Medical Group	020004	Prospect Medical LA - San Gabriel Valley	033978
High Desert Medical Group	003804	Prospect Medical LA - South	034000
Korean American Medical Group	019863	Prospect Medical LA - South Bay	033988
Lakeside Medical Group East - Pomona	024679	Prospect Medical LA - South East	033997
MemorialCare Medical Group	025679	Prospect Medical LA - West	034002
Omnicare Medical Group	014498	Prospect Professional Care IPA Montebello	017270
Optum - Bixby Knolls	028435	Sierra IPA	023025
Optum - Long Beach	028455	Sierra Medical Group Clinic	023023
Optum - Long Beach/North Orange County	028459	Sierra Medical Group - Santa Clarita	029357
Optum - Los Angeles	028463	St Vincent Medical Group IPA	014697
Optum - Los Angeles/San Gabriel	028391	Orange County	
Optum - Magan Medical Clinic	028445	Edinger Medical Group	026621
Optum - San Fernando	028440	Greater Newport Physicians - MemorialCare	026695
Optum - San Fernando Valley	028442	Greater Newport Physicians - Newport Beach	026603
Optum - San Gabriel	028764	MemorialCare Medical Group	025679
Optum - South Bay	028403	Optum - Orange County	028427
Optum - Valencia	028414	Optum Care Network - Arta Health	029878
Optum Care Network - Arcadia	028404	Optum Care Network Monarch	021963
Optum Care Network - Burbank/Glendale	028401	Optum Care Network - South Coast	028461
Optum Care Network - Central LA	005273	Prospect Genesis Healthcare	014904
Optum Care Network - Citrus	028428	Prospect Medical Group - Central	011276
Optum Care Network - East LA	028399	Prospect Medical Group - Huntington Beach	017597
Optum Care Network - East West	028411	Prospect Medical OC - Central	034010
Optum Care Network - Glendale/Verdugo	028437	Prospect Medical OC - Irvine Coast	034011
Optum Care Network - Huntington Memorial	028434	Propsect Medical OC - North	034014
Optum Care Network - LA County	028393	Propsect Medical OC - North Coast	034013
Optum Care Network - Little Company of Mary	028436	Prospect Medical OC - South	034015
Optum Care Network - Long Beach	028454	Prospect Northwest OC Medical Group	008631
Optum Care Network - Methodist	028451	Prospect Northwest OC Medical Group Anaheim Division	011567
Optum Care Network - Montebello	028388	Prospect Professional Care IPA Medical Grp Inc	014722
Optum Care Network - Northridge	028416	Riverside County	
Optum Care Network - Pasadena	028410	Desert Oasis Healthcare	021796
Optum Care Network - San Dimas	028419	Optum Care Network - Citrus Valley	021243
Optum Care Network - San Fernando Valley	028423	Optum Care Network - Corona	005232
Optum Care Network - San Fernando Valley West	028460	Optum Care Network - Desert Cities	018657
Optum Care Network - San Gabriel Valley	028422	Optum Care Network - Moreno Valley	003111
Optum Care Network - South Bay	028417	Optum Care Network - Riverside	008331
		Optum Care Network - Southwestern Valleys	006657

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Network 2 continued

Group name	Group #
PromiseCare - FSMG (Family Seniors Medical Group)	014899
PromiseCare - HCMG (Hemet Community Medical Group)	014586
PromiseCare - MVMG (Menifee Valley Community Medical Group)	015031
PromiseCare - TVPMG (Temecula Valley Physicians Medical Group)	021941
Prospect Medical Group - Corona	017807
Riverside Medical Clinic Inc	014897
Tri-Valley Medical Group	026432
San Bernardino County	
Choice Medical Group	004800
Choice Medical Group Barstow	021837
Desert Oasis Healthcare	021796
Heritage Victor Valley IPA Medical Group	028857
Loma Linda University Health Care	004470
My Family Medical Group	002517
Optum - Beaver Medical Group	027825
Optum - Pinnacle Medical Group	027850
Optum Care Network - Inland Valley	006045
Optum Care Network - Redlands	001026
Optum Care Network - San Bernardino	019383
ProMed Health Network of Pomona Valley	003447
Upland Medical Group	017771

Group name	Group #
San Diego County	
Greater Tri-Cities IPA Medical Group Inc	014889
Mercy Physicians Medical Group	004602
Rady Children's Health Network	028561
Scripps Physician Medical Group	005375
Ventura County	
Facey Medical Foundation - Simi Valley	025614
Seaview IPA	005141

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Network 3*

Group name	Group #	Group name	Group #
Imperial County		Orange County	
Premier Patient Care IPA	034300	Edinger Medical Group	026621
Los Angeles County		Greater Newport Physicians - MemorialCare	026695
Access Medical Group Inc	010246	Greater Newport Physicians - Newport Beach	026603
Axminster Medical Group - Providence Medical Associates	012143	Hoag Medical Group	032660
Cedars - Sinai Health Associates	012532	Hoag Physician Partners	032569
Cedars - Sinai Health Associates - Marina Del Rey	030436	Mission Heritage Medical Group	025036
Cedars - Sinai Medical Group	006952	Nuestra Familia Medical Group Inc	011315
Cedars - Sinai Medical Group - Marina Del Rey	030435	Prospect Health Source Medical Group	016209
Exceptional Care Medical Group	017465	Prospect Medical Group Central	011276
Exceptional Care MG Mabuhay	021250	Prospect Medical OC - Central	034010
Facey Medical Foundation	001010	Prospect Medical OC - Irvine Coast	034011
Facey Medical Foundation Burbank	027655	Propsect Medical OC - North	034014
Facey Medical Foundation Santa Clarita	015870	Propsect Medical OC - North Coast	034013
Facey Tarzana	030913	Prospect Medical OC - South	034015
High Desert Medical Group	003804	Providence Affiliated Physicians - Mission	018352
Hoag Physician Partners	032569	Providence Affiliated Physicians - St Joseph	018347
Optum Care Network Applecare Select	025327	Providence Affiliated Physicians - St Jude	018344
Optum Care Network - Central LA	005273	St Joseph Heritage Medical Group	018346
PIH Health Physicians IPA	005679	St Jude Heritage Medical Group	018342
PIH Health Physicians Medical Group	023247	UCI University Physicians and Surgeons	021321
Prospect Medical Group - North	003948	Riverside County	
Prospect Medical Group - Van Nuys	017615	Desert Oasis Healthcare	021796
Prospect Medical LA - Central	034008	Optum Care Network - Citrus Valley	021243
Prospect Medical LA - East	033971	Optum Care Network - Corona	005232
Prospect Medical LA - Harbor	033973	Optum Care Network - Desert Cities	018657
Prospect Medical LA - San Fernando Valley	033977	Optum Care Network - Moreno Valley	003111
Prospect Medical LA - San Gabriel Valley	033978	Optum Care Network - Riverside	008331
Prospect Medical LA - South	034000	Optum Care Network - Southwestern Valleys	006657
Prospect Medical LA - South Bay	033988	PromiseCare - FSMG (Family Seniors Medical Group)	014899
Prospect Medical LA - South East	033997	PromiseCare - HCMG (Hemet Community Medical Group)	014586
Prospect Medical LA - West	034002	PromiseCare - MVMG (Menifee Valley Community Medical Group)	015031
Providence Care Network	026251	PromiseCare - TVPMG (Temecula Valley Physicians Medical Group)	021941
Providence Facey Medical Foundation	001010	Prospect Medical Group - Corona	017807
Prudent Medical Group	022732	Riverside Medical Clinic Inc	014897
Seoul Medical Group Inc	019881	San Bernardino County	
Sierra IPA	023025	Alliance Desert Physicians	024628
Sierra Medical Group Clinic	023023	Choice Medical Group	004800
Sierra Medical Group - Santa Clarita	029357	Choice Medical Group Barstow	021837
UCLA Medical Group IPA	016998	Heritage Victor Valley IPA Medical Group	028857
UCLA Medical Group - Santa Monica Bay Physicians	025465		

*For the most up-to-date listing of participating medical groups near you, visit whyuhc.com/csveba or call our customer service team at 1-888-586-6365.

Network 3 continued

Group name	Group #
Loma Linda University Health Care	004470
My Family Medical Group	002517
Optum - Beaver Medical Group	027825
Optum - Pinnacle Medical Group	027850
Optum Care Network - Inland Valley	006045
Optum Care Network - Redlands	001026
Optum Care Network - San Bernardino	019383
Promed Health Network of Pomona Valley	003447
St. Mary High Desert Medical Group	027647
Upland Medical Group	017771
San Diego County	
Rady Children's Health Network	028561
Scripps Clinic	003682
Scripps Coastal Medical Center	023659
Ventura County	
Facey Medical Foundation - Simi Valley	025614
Seaview IPA	005141

*For the most up-to-date listing of participating medical groups near you, visit whyuhc.com/csveba or call our customer service team at 1-888-586-6365.

Here's the fine print

We do not treat members differently because of sex, age, race, color, disability or national origin.

If you think you weren't treated fairly because of your sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator:

Mail: UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

Online: UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call the toll-free member phone number listed on your ID card.

You can also file a complaint with the U.S. Dept. of Health and Human Services:

Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue SW, Room 509F
HHH Building
Washington, DC 20201

We provide free services to help you communicate with us such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call the toll-free phone number listed on your identification card.

ATENCIÓN: Si habla español (**Spanish**), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (**Chinese**)，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

XIN LƯU Ý: Nếu quý vị nói tiếng Việt (**Vietnamese**), quý vị sẽ được cung cấp dịch vụ trợ giúp về ngôn ngữ miễn phí. Vui lòng gọi số điện thoại miễn phí ở mặt sau thẻ hội viên của quý vị.

알림: 한국어 (**Korean**)를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.

PAALALA: Kung nagsasalita ka ng Tagalog (**Tagalog**), may makukuha kang mga libreng serbisyo ng tulong sa wika. Pakitawagan ang toll-free na numero ng telepono na nasa iyong identification card.

ВНИМАНИЕ: бесплатные услуги перевода доступны для людей, чей родной язык является русским (**Russian**). Позвоните по бесплатному номеру телефона, указанному на вашей идентификационной карте.

ةيوغللا ددعاسمل تامدخ ناف، (Arabic) ةيبرعل اددحت تنك اذ: ةيبنت
ىل ع جردمل ايناجمل افتامل مقرب لاصتال ىجرى. لكل ةحاتم ةيناجمل
كعب فصاخال فيرعتل اق اطب

ATANSYON: Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nimewo gratis ki sou kat idantifikasyon w.

ATTENTION : Si vous parlez français (**French**), des services d'aide linguistique vous sont proposés gratuitement. Veuillez appeler le numéro de téléphone gratuit figurant sur votre carte d'identification.

UWAGA: Jeżeli mówisz po polsku (**Polish**), udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod bezpłatny numer telefonu podany na karcie identyfikacyjnej.

ATENÇÃO: Se você fala português (**Portuguese**), contate o serviço de assistência de idiomas gratuito. Ligue gratuitamente para o número encontrado no seu cartão de identificação.

ACHTUNG: Falls Sie Deutsch (**German**) sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Bitte rufen Sie die gebührenfreie Rufnummer auf der Rückseite Ihres Mitgliedsausweises an.

توجه: اگر زبان شما فارسی (**Farsi**) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره تلفن رایگانی که روی کارت شناسایی شما قید شده تماس بگیرید.

ध्यान दें: यदि आप हिंदी (**Hindi**) बोलते हैं, आपको भाषा सहायता सेवाएं, नि:शुल्क उपलब्ध हैं। कृपया अपने पहचान पत्र पर सूचीबद्ध टोल-फ्री फोन नंबर पर कॉल करें।

DÍÍ BAA'ÁKONÍNÍZIN: Diné (**Navajo**) bizaad bee yánílti'go, saad bee áka'anída'awo'ígíí, t'áá jíik'eh, bee ná'ahóót'i'. T'áá shqódi ninaaltsoos nít'ízi bee nééhozinígíí bine'déé' t'áá jíik'ehgo béesh bee hane'í biká'ígíí bee hodílnih.

Now you're ready to roll

Review your option(s)

Now that you've had some time to review all the details, you're ready to enroll in the plans that fit you best.

Get ready for coverage to begin

While waiting for your plan date to start, you can search the network for providers near you at uhc.com/providersearch.

Say hello to your benefits

Watch the mail for your welcome kit and health plan ID card— then sign in at myuhc.com and download the UnitedHealthcare app to stay connected.



Get the most out of your plan throughout the year

- Schedule an annual checkup, flu shot or other preventive screening service
- Take advantage of resources and programs to help you stay healthier and save money
- View average costs before you get care, see what's covered, find network doctors and pharmacies and more using myuhc.com or the UnitedHealthcare app

We're here to help

Get even more info about your option(s)

Health plans

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These services and programs are for informational purposes only and should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. This content is for informational and/or educational purposes only. It is not meant to be used in place of professional clinical consultations for individual health needs. Certain treatments may not be covered in some benefit plans.

24/7 Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

One Pass is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. Purchasing discounted gym and fitness studio memberships may have tax implications. Employers and individuals should consult an appropriate tax professional to determine if they have any tax obligations with respect to the purchase of these discounted memberships under this program.

The AbleTo mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The Self Care information contained in the AbleTo mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider. AbleTo Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care is not available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia or West Virginia and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on your health plan ID card. Participation in the program is voluntary and subject to the terms of use contained in the mobile application.

This brochure includes general information about your medical benefit plan. This summary is not a plan document under which the plan is maintained and administered. Any discrepancies between this information and your plan documents will be governed by the plan documents. The benefits described are subject to change at any time.