The Choice for Health is Health Net
Details for San Francisco County

Created for UC employees and non-Medicare retirees

October 2012
Health Net brings together decades of experience to give University of California employees, their families and non-Medicare retirees health plan options that fit their health and their budget.

Available for you again this year are both our standard Health Net HMO and the cost-saving Health Net Blue & Gold HMO. This Q&A provides an overview of how we’re changing in San Francisco County, and answers common questions.

If you have general questions about how our Blue & Gold HMO plan works, please see the Health Net Blue & Gold Q&A also available online. If you have a question about your choices in San Francisco County that are not answered here call Health Net’s UC Customer Contact Center at 1-800-539-4072 or send an email to ucwell@healthnet.com.

Health Net in San Francisco County

New accountable care arrangement
Brown & Toland no longer part of Blue & Gold HMO

OVERVIEW
Health Net is changing in San Francisco for 2013:

- We have created an accountable care arrangement in collaboration with Hill Physicians Medical Group, UCSF Medical Center, St. Mary’s Medical Center and Saint Francis Memorial Hospital.
- Effective January 1, 2013, Brown & Toland in San Francisco will not be part of the Blue & Gold network. California Pacific Medical Center in San Francisco (four campuses including St. Luke’s in San Francisco) also will not be part of Blue & Gold.

Our new accountable care arrangement is available to all University of California employees and non-Medicare retirees, and their families who:

- Enroll in Health Net HMO or Health Net Blue & Gold HMO; and
- Choose (if you don’t already have) a primary care physician who is part of Hill Physicians Medical Group in San Francisco (Hill Physicians SF).

The accountable care arrangement advantages plus the Blue & Gold savings apply to UC members who:

- Have the Health Net Blue & Gold plan and a Hill Physicians SF doctor – and who elect to retain both for 2013.
- Are enrolled in Health Net Blue & Gold HMO and change their primary care doctor from Brown & Toland to one who participates with Hill Physicians SF.
- Choose Health Net Blue & Gold HMO for the first time in 2013 and choose a Hill Physicians SF doctor.
Good to know – some doctors participate with more than one medical group. If you have a Brown & Toland doctor now, we suggest you call to ask if he or she also participates with Hill Physicians Medical Group in San Francisco (Hill Physicians SF). You can also call Hill Physicians Medical Group at 1-800-321-MORE (6673) between 8:00 a.m. and 5 p.m., Monday through Friday, or use the online directory at www.HillPhysicians.com/directory.

If you are enrolled in Health Net Blue & Gold HMO and your Brown & Toland doctor doesn’t also participate with Hill Physicians SF, you have two options:

- **Option 1: Change to a doctor with Hill Physicians SF**
  You can use our online search at [www.healthnet.com/uc](http://www.healthnet.com/uc) to find a Hill Physicians SF doctor. Click on the **ProviderSearch** link to start your search.

  If you’d like help choosing a doctor, you can call:

  - Hill Physicians Medical Group at 1-800-321-MORE (6673) between 8:00 a.m. and 5 p.m., Monday through Friday or use the online directory at [www.HillPhysicians.com/directory](http://www.HillPhysicians.com/directory).

  - Health Net at 1-800-539-4072 between 8:00 a.m. and 6 p.m., Monday through Friday.

  **Call Health Net by December 1, 2012** to let us know if you want this option and the name of the physician you’ve chosen. Otherwise, we will assign a Hill Physicians SF doctor to you so that there is no interruption in medical care.

- **Option 2: Keep the current doctor and medical group by enrolling in Health Net HMO.**
  You can change to the Health Net HMO during open enrollment. This choice means you’ll be able to keep your doctor and medical group but will pay more in monthly premiums.

  To enroll in Health Net HMO, go to [http://atyourservice.ucop.edu](http://atyourservice.ucop.edu) and make the change during UC’s open enrollment period – October 29 to November 20, 2012.

**QUESTIONS & ANSWERS**

(1) **Why are Brown & Toland and California Pacific Medical Center not included in the Blue & Gold network in San Francisco?**

Hill Physicians Medical Group, UCSF Medical Center, St. Mary’s Medical Center and Saint Francis Memorial Hospital together with Health Net – and in collaboration with the University of California – have formed an Accountable Care Arrangement. The idea behind the new arrangement is to have a select group of high quality providers provide and coordinate health care to University of California employees, non-Medicare retirees and their families in San Francisco County who enroll with Health Net.

Other changes in the Blue & Gold network are being implemented throughout California to assist the University of California in keeping health care costs down – both for the UC system and employees.
(2) What happens if I’m currently in treatment and my doctor is no longer available as part of the Blue & Gold HMO network?

Health Net's Customer Contact Center can assist you if your doctor won’t be part of the Health Net Blue & Gold HMO network. Depending on your specific situation, your options may include establishing care with a new provider or requesting transition of care benefits.

Health Net provides transition of care benefits for members who are receiving care for any of the following conditions and will continue to be on January 1, 2013:

- An acute condition
- A serious chronic condition
- A pregnancy, including the immediate postpartum period
- A terminal illness
- Care for a child between the ages of birth and 36 months
- A surgery or other procedure scheduled to occur within 180 days of January 1, 2013

If any of these conditions apply to you, please call Health Net’s Customer Contact Center at 1-800-539-4072 so we can tell you more about the transition of care benefit and, if applicable, help you complete the Transition of Care request form and connect you to a case manager.

We will contact all members who submit a Transition of Care request form to confirm receipt and obtain any additional details needed. We may need a copy of your medical records to further process your request.

Health Net’s medical management clinical staff reviews all requests. The review considers your clinical status and needs against the Transition of Care criteria. Once we make a decision, we will let you know by telephone or mail.

For situations that do not quality for transition of care benefits, a Health Net case manager can assist in establishing care with a new network provider/s and help with care coordination.

Again, we encourage all members currently in treatment for any of the conditions listed above to call 1-800-539-4072. We will review your options with you and can also provide a copy of the Plan’s policy on transition of care.

(3) How do I select a new primary care physician in San Francisco?

There are several resources available to you. You can use our online search at www.healthnet.com/uc to find a Hill Physicians SF doctor. Click on the ProviderSearch link to start your search.

If you’d like help choosing a doctor, you can call:

- Hill Physicians Medical Group at 1-800-321-MORE (6673) between 8:00 a.m. and 5 p.m., Monday through Friday. Or see the online directory at www.HillPhysicians.com/directory.
- Health Net at 1-800-539-4072 between 8:00 a.m. and 6 p.m., Monday through Friday.

In addition, UCSF HR/Benefits at UCSF will hold Open Enrollment Help Desks throughout Open
Enrollment (October 29, 2012 at 8:00 a.m. – November 20, 2012 at 5 p.m.) with representatives from primary care at UCSF on hand to assist you in selecting a new primary care physician, transfer your medical records and enroll in MyChart.

You can also use these online resources:

- UCSF Primary Care: http://www.ucsfhealth.org/clinics/primary_care
- Other SF Community Primary Care Physicians: www.yoursfdoctor.org

(4) If I switch to a new Primary Care Physician/medical group during Open Enrollment, how soon after January 1, 2013 should I schedule an appointment?

There is no need to schedule an appointment solely to establish care. If you’re healthy and have no active health issues, schedule an appointment when you are: 1) due for your annual preventive exam; 2) due for your regular follow up for any chronic health conditions; and/or 3) before your current prescription medications are due for additional refills. If you’re ill, you can always call for a more urgent visit and get in on the same or next business day.

(5) If I change doctors to join the accountable care arrangement with Hill Physicians SF, will Health Net cover the costs of transferring my medical records?

Yes, through the accountable care arrangement, the costs (up to $50) will be covered for each individual new member to have your medical records transferred. Health Net will be posting information on our website, www.healthnet.com/uc prior to January 1 with instructions on how to obtain reimbursement for this fee. Since this is not typically a covered benefit, you will have to pay up front to have your medical records transferred and then submit proof of payment to Health Net.

(6) What happens if I’m in Health Net Blue & Gold now with a Brown & Toland doctor, and don’t take action?

If your Primary Care Physician is not affiliated with any other Blue & Gold medical group, we will assign you to a primary care physician and medical group in the Blue & Gold network that is accepting new patients. The change will be effective January 1, 2013.

Some Primary Care Physicians participate in more than one Blue & Gold medical group. If that’s the case for you, we will transfer you to a new medical group so you can continue with your same primary doctor. Please note that the referral specialists, labs, and hospitals available in a new medical group might be different than those offered by your current medical group even if your primary care doctor is available through both.

(7) Where will I go for specialty care, lab work or other services if I change medical groups?

Each medical group has its own set of participating specialists, imaging centers, outpatient surgery centers and hospitals. As a result, if you change medical groups, the services and facilities available to you may also be different.

We recommend you contact your new primary care physician's office or their affiliated medical group directly to learn those details. Note that for lab services, Hill Physicians uses Quest Diagnostics, which has nine locations in San Francisco and Daly City.
(8) Will my Hill Physician SF doctor ever use California Pacific Medical Center/St. Luke’s for services?

Through the Accountable Care arrangement, Hill Physicians will primarily utilize UCSF Medical Center, St. Mary's Medical Center and Saint Francis Memorial for hospital services. Exceptions may apply based on patient-specific circumstances.

(9) I want to join Hill Physicians but the primary care physician I selected is new and not showing on the Health Net website. What do I do?

If you would like to sign up with a Hill Physicians doctor that has not yet been added to the website, please sign up with an alternative physician that is in the same practice and request a physician change after the doctor has been added.

(10) Are all the physicians at UCSF included in the Health Net Blue & Gold network?

Yes, all UCSF primary care and specialists participate through Hill Physicians Medical Group. If you need to see a specialist, please contact your primary care physician's office for a referral or to check if one is needed.

(11) Where can I find a full list available of Blue & Gold HMO doctors and medical groups?

The complete Blue & Gold HMO network list for 2013 is online at www.healthnet.com/uc. Click on the ProviderSearch link to start your search.

The online information is always the most current, but you can also call Health Net at 1-800-539-4072 to request a copy of the Blue & Gold provider directory, or for help in choosing doctors or medical groups.

(12) How do I contact Health Net?

Call 1-800-539-4072 to reach Health Net’s Customer Contact Center for UC members. Customer representatives are available between 8:00 a.m. and 6:00 p.m., Pacific Time. After hours, Health Net has an Interactive Voice Response (IVR) available so you can obtain or confirm needed information. You can also email questions to ucwell@healthnet.com anytime.