

**Here's a list of the Health Care Facilitators available to serve you:**

**Berkeley**

Sharon Johnson, 510-643-7547  
sdjohnson@berkeley.edu

**Davis**

Guerren Solbach  
530-752-4264 (campus)  
916-734-8880 (UCD Medical Center)  
gpsolbach@ucdavis.edu  
www.hr.ucdavis.edu/hcf

**Irvine**

Glenn Rodriguez (Interim)  
949-824-9065  
glennr@uci.edu

**Los Angeles**

Bridget Sheehan-Watanabe, 310-794-3057  
bsheehan@chr.ucla.edu

**Merced**

Becky Jo Akers, 209-228-2348  
bakers@ucmerced.edu

**Riverside**

Mary Johnson, 951-827-1425  
Mary.johnson@ucr.edu

**Santa Barbara**

Laura Morgan, 805-893-4201  
laura.morgan@hr.ucsb.edu  
hr.ucsb.edu/benefits/health.php

**Santa Cruz**

Frank Trueba, 831-459-3573  
ftrueba@ucsc.edu

**San Diego**

Debra Wells, 858-822-2197  
dmwells@ucsd.edu

**San Francisco**

Sue Forstat, 415-514-3324  
sforstat@hr.ucsf.edu  
www.ucsfhr.ucsf.edu/hcf

**Lawrence Berkeley National Laboratory**

Loida Bartolome-Mingao, 510-486-6997  
hcf@lbl.gov

**Office of the President**

Asha Shareem, 510-987-0339  
Asha.Shareem@ucop.edu  
hrop.ucop.edu/employees/hc\_facilitator.html

UC Human Resources & Benefits website:

[atyourservice.ucop.edu](http://atyourservice.ucop.edu)

**UC Plan Carrier Phone Numbers:**

- Anthem Blue Cross of California ..... 1-888-209-7975  
*(Core, High Option Supplement to Medicare, Anthem Blue Cross PLUS, Blue Cross PPO)*
- CIGNA ..... 1-800-244-6224
- Health Net ..... 1-800-539-4072  
*(for behavioral health services for Health Net Medicare members call Managed Health Network 1-888-935-5966)*
- Kaiser Permanente (CA) ..... 1-800-464-4000
- Senior Advantage (CA) ..... 1-800-443-0815
- Kaiser Mid-Atlantic  
*inside Washington DC Metro area ..... 1-301-468-6000*  
*outside ..... 1-800-777-7902*
- Western Health Advantage ..... 1-888-563-2250  
*(for behavioral health services for WHA Care+ members call Magellan Behavioral Health 1-800-424-1778)*
- United Behavioral Health ..... 1-888-440-8225
- Delta Dental PPO ..... 1-800-777-5854
- DeltaCare®USA ..... 1-800-422-4234
- Vision Service Plan ..... 1-800-877-7195
- Staywell ..... 1-800-721-2693



University of California

# Health Care Facilitator Program

Need to resolve a problem with your health plan?

Have questions regarding your Plan coverage?

**Call your Health Care Facilitator for help**

University of California  
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In conformance with applicable law and University policy, the University is an affirmative action/equal opportunity employer. Please send inquiries regarding the University's affirmative action and equal opportunity policies for staff to Director of Diversity and Employee Programs, University of California Office of the President, 300 Lakeside Drive, Oakland, CA 94612 and for faculty to Director of Academic Affirmative Action, University of California Office of the President, 1111 Franklin Street, Oakland, CA 94607.



## Assistance



### WHAT IS A HEALTH CARE FACILITATOR?

The Health Care Facilitator (HCF) is here to help faculty and staff employees, retirees, survivors and their eligible family members to better understand and obtain the full benefits and services available from the UC-sponsored health plans. They are located in the Benefits Offices at all UC campuses, medical centers, and laboratories.

### ASSISTANCE and RESOLUTION:

The Health Care Facilitator is a knowledgeable counselor who will provide you with confidential one-on-one assistance in resolving health plan issues. There is no charge for the services provided by the UC Health Care Facilitators.

### The Health Care Facilitator can help you to:

#### The Health Care Facilitator:

- Does *not* provide medical or legal advice
- Does *not* act as a patient care advocate for services/benefits that are not offered by UC's plans
- Does *not* suggest treatment plans

## Resolution



- Understand your UC health plan coverage and patient rights
- Define your health care issues
- Navigate the health care system
- Resolve issues with your doctor, medical group, or medical plan carrier
- Understand how Medicare benefits coordinate with UC-sponsored medical plans

The Health Care Facilitator is also available to speak with campus, medical center, or laboratory groups about health coverage and/or processes.

If you need help resolving an issue with your UC health plan coverage, call your Health Care Facilitator who will provide individual guidance, and, if necessary, interact with the medical plan or UCOP HR/Benefits on your behalf.

The Health Care Facilitator can help resolve problems with medical plans (doctors, medical groups or providers) and with other health coverage offered by the dental and vision plans.

At some locations, the Health Care Facilitator provides health plan coverage and utilization educational programs.

## Confidentiality



### CONFIDENTIALITY

The consultation offered by the UC Health Care Facilitators is always private and confidential. Health Care Facilitators comply with Health Insurance Portability and Accountability Act (HIPAA) privacy and security laws mandating protection and safeguards for access, use and disclosure of personal health information.

Health Care Facilitators follow UC's Group Insurance Regulations, the terms and conditions of the plan contracts, and Medicare laws and regulations.

## Before you call



### Here are a few things to do before contacting your Health Care Facilitator:

- **Contact your doctor's office.**  
One of your most important relationships is the one you have with your doctor or other health care professional.
- **Contact your medical group.**  
If you are in an HMO such as Kaiser, Health Net, PacifiCare, Western Health Advantage (WHA), or Blue Cross PLUS, contact your medical group. Most medical groups have patient assistance departments that can help you find a doctor, resolve billing problems, or obtain referrals for services.
- **Contact your health plan.**  
Your health plan has customer service representatives who can answer your questions regarding the plan's benefits.

If you still need help, call your Health Care Facilitator.