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# Health Care Facilitator

Confidential Assistance for UCLA Health Plan Members

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**UNIVERSITY OF CALIFORNIA**  
**Los Angeles**  
**Campus Human Resources**  
**Health Care Human Resources**

## HCF Staff

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## UC Benefits Information On-line

<http://atyourservice.ucop.edu>

*Do you need help resolving a problem with your health plan?*

The Health Care Facilitator (HCF) is here to help you understand and obtain the full benefits and services available from your UC-sponsored health plans.

*Who does the Health Care Facilitator serve?*

- Campus and Medical Center staff and employees
- Faculty and academics
- Retirees, emeritus and annuitants
- Enrolled family members and dependents
- Surviving spouses and beneficiaries

*How can the Health Care Facilitator help you make full use of your benefits?*

The Health Care Facilitator helps you become more actively involved with your health care by providing you with:

- *Information* to help you understand your UC health plan coverage and choices, and your health care rights,
- *Tools* for navigating the health care system and taking charge of your health care.

The Health Care Facilitator may also assist you by:

- *Intervening* to resolve problems of coverage, access and administrative processes,
- *Assisting* you for effective and timely resolutions to your health coverage or service problems,
- *Referring* problems concerning contract interpretation and coverage disputes to the Office of the President.

The Health Care Facilitator also serves the future needs of members by collecting aggregate data that can be used to improve health plan coverage, processes and communications.

*The Health Care Facilitator's services are confidential.*

## *When should you call the Health Care Facilitator?*

If you need help resolving a health plan issue, call the Health Care Facilitator for individual guidance, intervention and help with problem resolution.

Here are a few things you can do to resolve a simple problem:

- **Contact your doctor's office.** Your most important relationship is the one you have with your doctor and other health care providers. Talk openly with your doctor about your concerns, and ask for help in resolving any care or service issues that arise.
- **If you are in an HMO, contact your medical group.** Most medical groups have patient assistance departments that can help you find a doctor, work out billing problems or obtain referrals.
- **Call your health plan.** A customer service representative at your health plan can explain the plan's policies and procedures.

*Blue Cross* 1-888-209-7975

*Health Net* 1-800-522-0088  
*Managed Health Network* 1-888-935-5966

*Health Net – Seniority Plus* 1-800-596-6565

*PacifiCare* 1-800-624-8822  
*PacifiCare Behavioral Health* 1-800-999-9585

*PacifiCare – Secure Horizons* 1-888-422-6000

*UC Care (Aetna)* 1-800-313-3804  
*United Behavioral Health* 1-888-440-8225

*Kaiser Permanente* 1-800-464-4000

*High Option (Blue Cross)* 1-888-209-7975

*Core (Blue Cross)* 1-888-209-7975

***University of California Annuitant Customer Service***  
***1-800-888-8267***

Many problems can be resolved by taking these steps, and remember, if you still need help, call your Health Care Facilitator.