

UC Care & HealthSavings+ PPO Plans

Monthly Webinar

April 15, 2026



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ucal.us/facultystaffppo

UC Care · HealthSavings+

Agenda

- Important Updates – What’s Coming Up
- BSC Member Card Review
- **May “Mental Health Awareness Month”**
- Your Benefits with Accolade
 - Clinical Management Programs
- Blue Shield Find a Provider Tool
- Coverage outside of CA & International
- Plan Comparison (HS+ & UC Care)
 - Navitus Pharmacy Benefit & Manufacturer Copay Assistance Program

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- Member Tools and Resources
 - Member Apps
 - Medicare
 - Women’s Health
 - Midi Health
 - Navitus
- findhelp Benefit Review
- Member Resources & FAQ’s
- Wrap Up & Next Session



ICYMI & Coming Soon

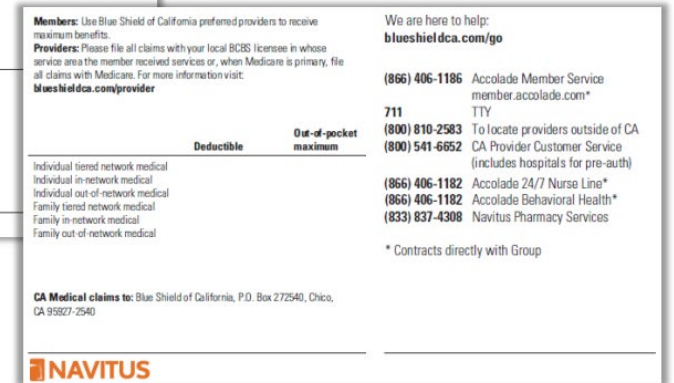
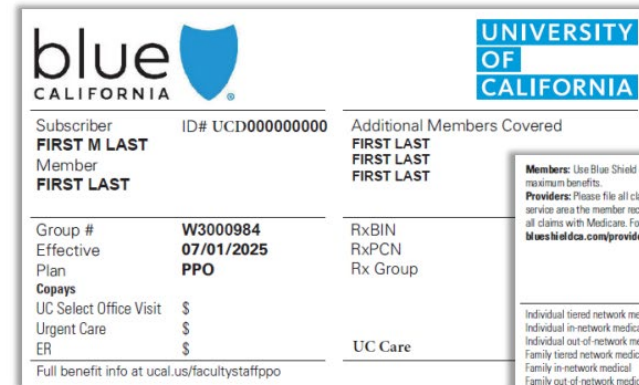
- Upcoming communications:
 - April e-mail: “**Planning a trip? Pack your UC PPO plan**” 4/8 & 4/15
 - Midi Webinar: Introduction to Perimenopause and Menopause
 - [Click Here To Watch the Webinar](#)
 - [Upcoming Midi Events & Past Videos](#)
- Next Member Webinar on Wednesday 5/20/26 [Click Here To Register](#)
- ** LIVE Demo’s of Accolade Portal, BSC Portal and Provider Search ****
 - Survey coming- suggestions for other topics in the year
- Important Reminders:
 - Register and update your preferred e-mail and phone number in Accolade system ([Member.accolade.com](https://member.accolade.com))



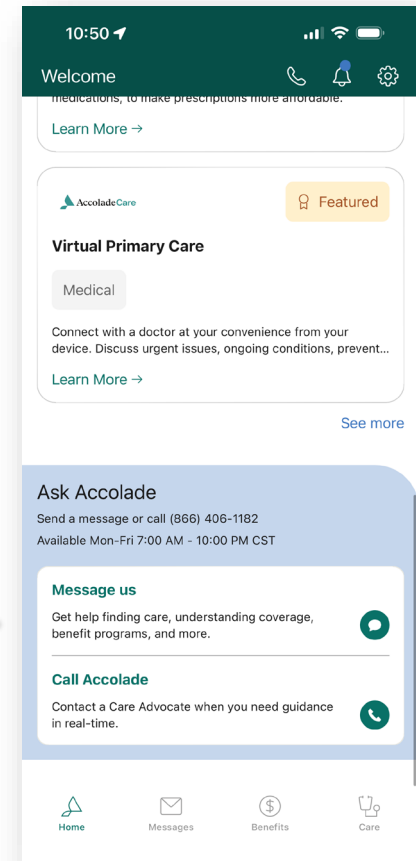
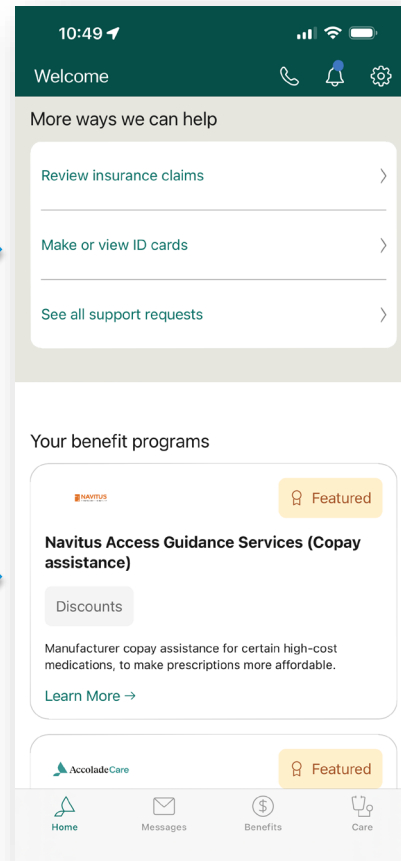
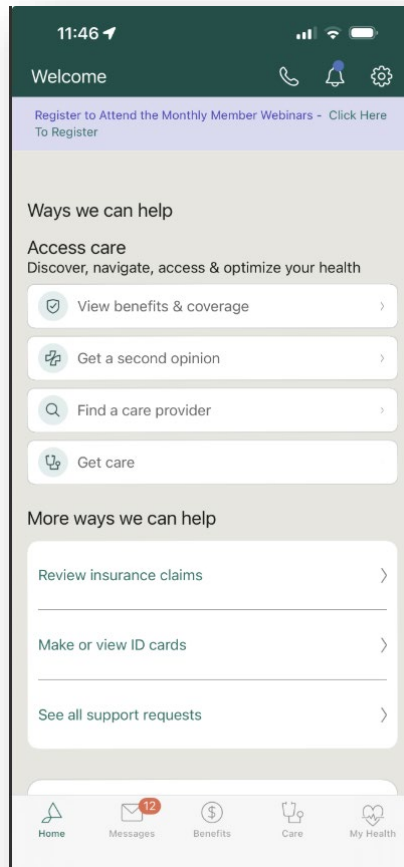
[UC Faculty Staff PPO Home Page](#)

Blue Shield ID Cards

- Contact Accolade if you need to order cards (App/Portal/Phone)
- Provide your doctors and pharmacy with new card
- Ensure your pharmacy and doctors are using the new member ID number on your BSC Card
- Note- the “luggage” logo is gone but nothing has changed



How to view your BSC Card in Accolade App/Portal



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Member Portal

Book a virtual appointment
with Accolade care

Find a provider tool

View your BSC ID Online

The screenshot shows the Accolade Member Portal home page. At the top, there is a navigation bar with the Accolade logo, Messages, Benefits, Care, My Health, and a notification bell. Below the navigation bar, the page is titled "Home". A purple banner at the top of the main content area says "Register to Attend the Monthly Member Webinars - Click Here To Register". The main content area is divided into two columns. The left column is titled "Ways we can help" and contains a section "Access care" with the subtext "Discover, navigate, access & optimize your health". Below this are four buttons: "View benefits & coverage", "Get a second opinion", "Find a care provider", and "Get care". The right column is titled "Ask Accolade" and contains a section "Message us" with the subtext "Get help finding care, understanding coverage, benefit programs, and more." and a "Call Accolade" section with the subtext "Contact a Care Advocate when you need guidance in real-time." Below these sections are links for "Download the app", "Contact tech support", "Privacy & terms", and "Log out".

May Mental Health Awareness Month

University of California Resources

UC Wellness Resources- Behavioral Health

Faculty & Staff
Assistance
Program (FSAP)

Virtual Therapy
(Accolade Care)

Counselors,
Psychologists and
Psychiatrists
(Blue Shield of CA)

findhelp.com



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Accolade Services

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UC Care · HealthSavings+

Accolade Services

Accolade is continuing to provide the following services:

- All UC member services: Benefits, Claims, and Provider Search
- Dedicated Care Advocates
- Clinical Case Management
- Virtual second opinions through 2nd.MD
- Virtual Primary Care + Behavioral Health therapy through Accolade Care

Susan Zilinskas, RN, BSN
Clinical Manager, Accolade



Clinical Support and Resources with Accolade

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Accolade Clinical Care Management



Care Navigation

- ✓ Nurse-led support for any condition or symptom
- ✓ Connect to quality care, visit prep, and close gaps



Maternity Care

- ✓ Fertility through postpartum
- ✓ Tailored education and clinical coordination



Rising Risk

- ✓ Escalating health or cost risks
- ✓ Early intervention to prevent high-cost events
- ✓ Condition Specific care plan
- ✓ Care coordination
- ✓ Tailored education
- ✓ Remove barriers, optimal outcome of compliance to treatment plan.



Transition Care

- ✓ Post-discharge support
- ✓ Ensures follow-up, medication checks, and barrier removal



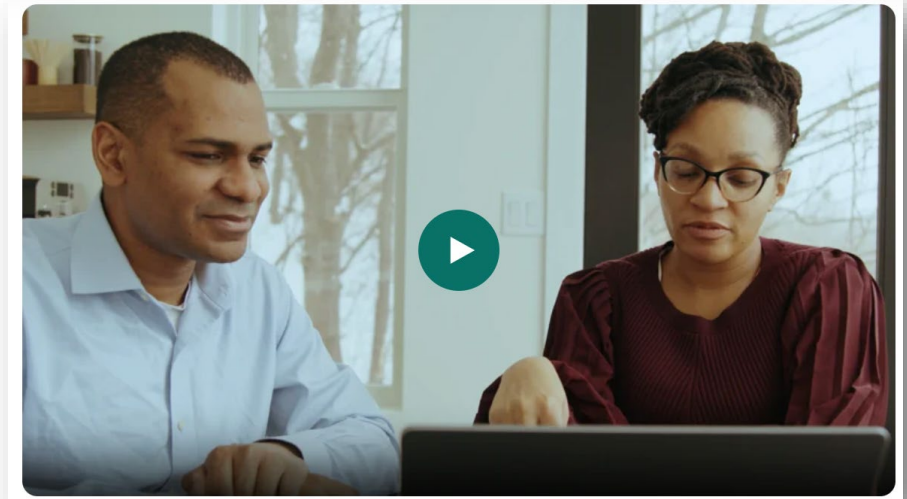
NCQA-Accredited Case Management

- ✓ Intensive care for complex needs
- ✓ NICU, oncology, high-risk maternity, BH and transplant
- ✓ Extensive care plan
- ✓ Care coordination across providers
- ✓ Tailored Education

Virtual Second Opinions through 2nd.MD

Connect with a leading, board-certified specialist, at no additional cost to the member, by phone or video within a matter of days for questions about:

- A new or existing diagnosis
- Treatment plans
- Possible surgery
- Women's Health
- Medication(s)
- Chronic conditions, Cancer, MSK, Neurology
Gastrointestinal and more



A young life saved by a second opinion

Virtual Care through Accolade Care

HealthSavings+:

- Preventive Care = No cost to the member
- PCP, Urgent Care and Behavioral Health visits = \$30 per visit before deductible
- 30% after deductible is met (\$9)

UC Care:

- Preventive Care = No cost to the member
- PCP, Urgent Care and Behavioral Health visits = No cost for:
 - **First 12** PCP/Urgent
 - **First 12** Behavioral Health (Therapy)
- Visit 13 and beyond, your cost for each medical or mental health visit is \$115

Blue Shield Find Care Provider Tool

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Find a Blue Shield Provider

Confirm your provider is in the BSC network today with the direct plan & tier links below:

UC Care

[UC Care Provider Link *](#)

**Tier 1 providers are only available in California.*

HealthSavings+

[HealthSavings+ Provider Link](#)



Call Accolade for assistance
at (866) 406-1182

BSC Provider Attestation Information

What You Need to Know About Your Provider Directory

This is a federal and state regulation

- **Directories update regularly** – Blue Shield verifies provider information every 90 days and updates the online directory within 2 business days
- **Provider not showing online?** – Some providers may be temporarily unavailable in the directory while Blue Shield confirms their information
- **You can still see your provider** – Claims are processed based on the provider's actual contract status, not their directory listing
- **Need help finding a provider?** – Contact the Accolade Care Team for verification of network status
- **Check back often** – Blue Shield is actively updating provider information, so directories are continuously improving

BSC Find a Doctor Step-by-Step Instructions

- STEP 1** Select the link for your desired plan & tier
[UC Care](#)
[HealthSavings+](#)
- STEP 2** Enter desired service location (City & State)
- STEP 3** Enter the doctor's name, specialty, and/or condition

Find doctors & services

Search by name, facility, medical group, or specialty, such as pediatrics or psychologist.
[Log in](#) first to get the best results.

Location
Sausalito, CA 94965, USA

Plan
UC Care

Doctor name, specialty, condition

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BSC Find a Doctor Step-by-Step Instructions cont.

STEP 4

Select type of provider and/or facility type

Find doctors & services

Search by name, facility, medical group, or specialty, such as pediatrics or psychologist.
[Log in](#) first to get the best results.

Location: Berkeley, CA, USA | Plan: UC Care | Doctor name, specialty, condition: family practice

Search by doctor name, specialty, facility, or medical group.

Specialty

- Family Practice
- Family Practice Geriatric Medicine
- Family Practice Sports Medicine
- General Practice
- Advanced Practice Pharmacist
- Marriage Family Therapist
- Family Therapy
- Multi Specialty Medical Clinic
- Certified Nurse Practitioner

Medical groups

- Private Practice

BSC Find a Doctor Step-by-Step Instructions cont.

STEP 5

You can refine your search with the filters on the left side of the screen

Provider Tier
No preference

No preference

UC Select Tier 1

Blue Shield PPO Tier 2

Search Radius
15 miles

In person or virtual
In person

Additional language spoken
No preference

Doctor's race
No preference

Doctor's ethnicity
No preference

Doctor's gender
No preference

Gender-affirming care

Populations Served

Mental Health specialties only

Clinical focus

Mental Health specialties only

Medical groups

Preferred hospital

License identifier

National provider identifi...

Blue Distinction/Total Care

Virtual only In person

Wadhwa, Gurinder S., DO (Not Rated)
Emergency Medicine | Family Practice

1801 Shattuck Ave, Berkeley, CA 94709
0.32 miles
(510) 225-1025

Accepting new patients

(1) MEDICAL GROUP AT THIS LOCATION
View details

Some medical groups are currently accepting new patients.

1 more location for this provider

London, Brett M., DO ★★★★★
Family Practice
2 Reviews

Virtual care available
Varies by location. Call provider to confirm.

1801 Shattuck Ave, Berkeley, CA 94709
0.32 miles
(510) 225-1025

(1) MEDICAL GROUP AT THIS LOCATION
View details

Wise, Laura J., MD (Not Rated)
Family Practice

Virtual care available
Varies by location. Call provider to confirm.

A list of available providers will be generated

Confirm the provider is Accepting new patients

BSC Find a Doctor Step-by-Step Instructions cont.

STEP 6

At the bottom of the provider details screen, you can confirm that the provider is in your desired Tier.

Wadhwa, Gurinder S, DO
Specialties: Emergency Medicine, Family Practice

In Network

Accepting new patients at work locations

Dr. Wadhwa's gender Male	Dr. Wadhwa's race Waiting for provider info	Dr. Wadhwa's ethnicity Unknown	Provider languages English, Hindi, Punjabi, Spanish
Experience 21 years	Education College of Osteopathic Medicine of the Pacific Western Univ. View details	Hospital admitting privileges View details	Board certifications Family Practice
License number 20A9566	Dr. Wadhwa's Website View website	NPI View details	Gender-affirming care Services may vary by location

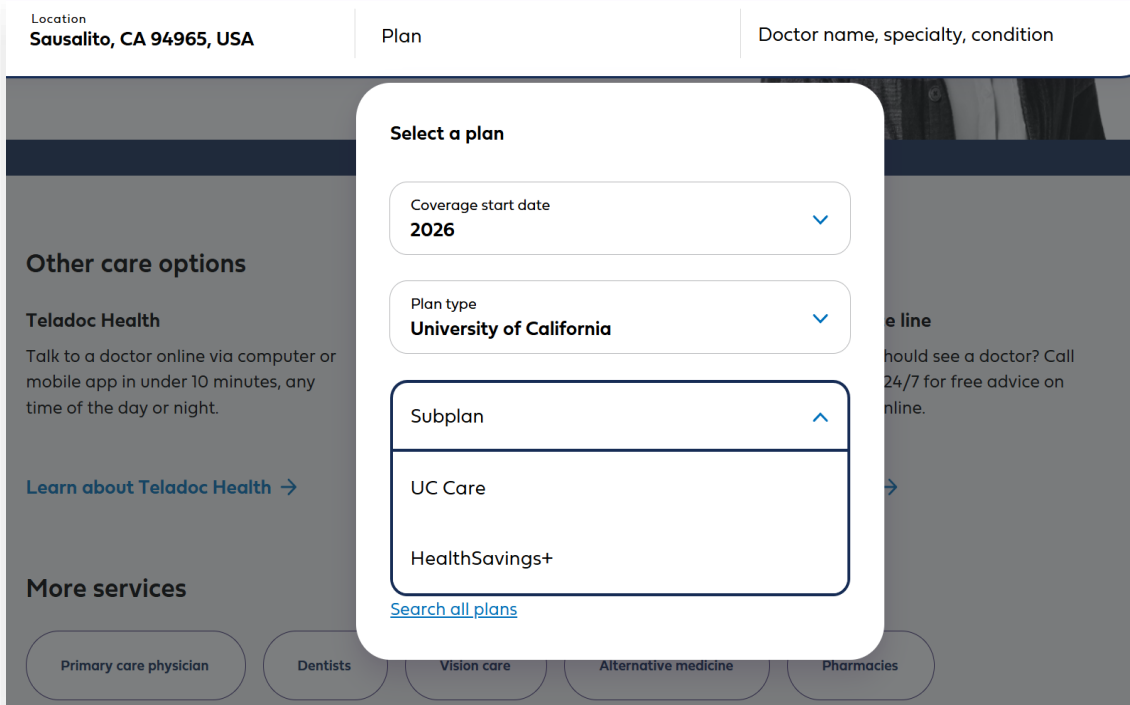
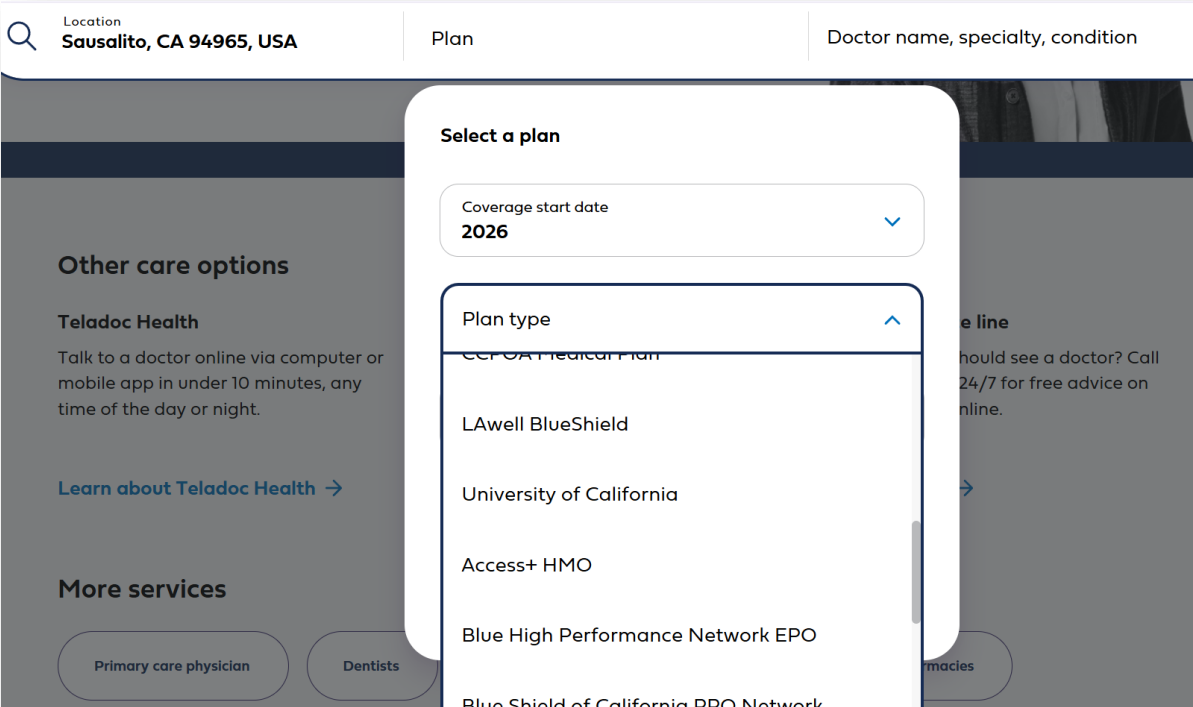
The locations below are in-network for your plan. The provider may have additional locations that are out of network. When making an appointment, verify that it is at one of the following locations to avoid additional costs.

Federal and state law requires providers to update their information. Your provider might be in our network. But if their information is out of date, we might have removed them from the directory.

- 1801 Shattuck Ave**
Berkeley, CA 94709
(510) 225-1025
[Call](#)
Wheelchair Accessible: Yes
Fax: (510) 225-1019
Medical Group Affiliations: One Medical Group
[Report outdated information](#) [Submit a review](#)
Distance: 0.32 miles
- 1410 California St**
San Francisco, CA 94115
(415) 529-4000
[Call](#)
Distance: 10.49 miles

In selected plan UC Care Tier 1 Plans Accepted by Provider (474)

Blueshieldca.com “Provider Finder”

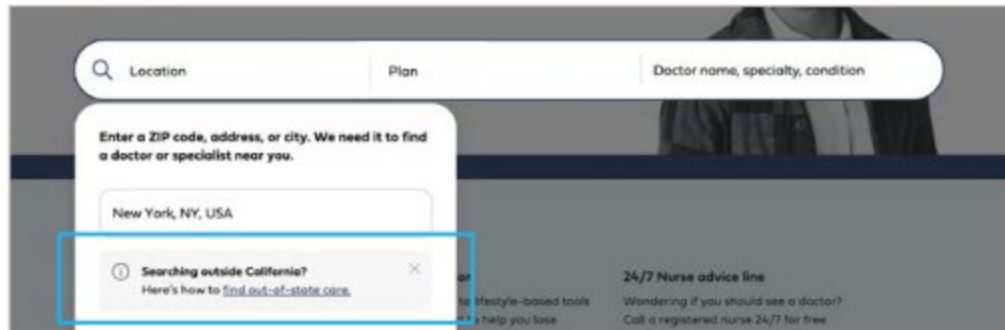


Select either UC Care or HealthSavings+

BSC Find a Doctor – Outside of California

Step 1

Visit the link for your desired plan and tier and select **find out-of-state care**.

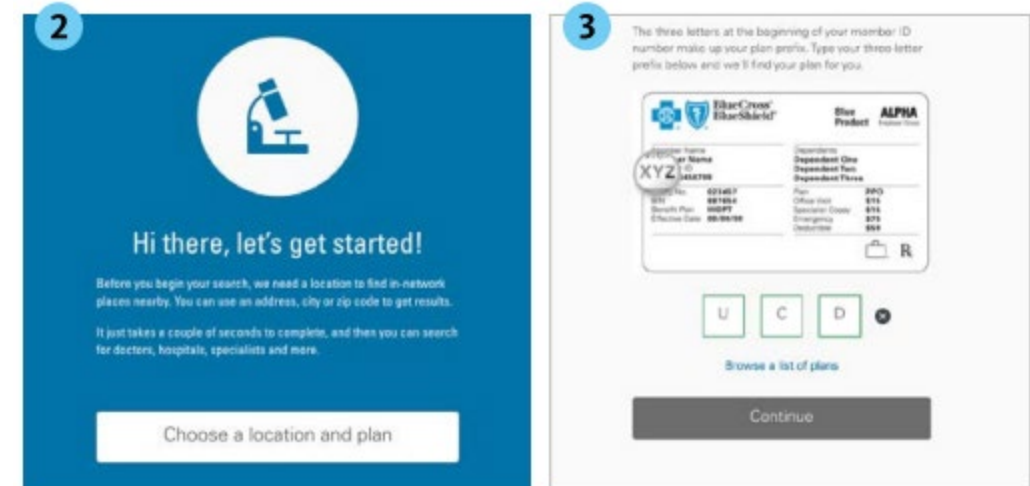


Step 2

Select **Find Care**, then enter your location on the Blue Cross Blue Shield national site.

Step 3

When prompted, enter plan prefix **UCD**.



International Coverage

- Coverage outside the U.S. follows the same benefit structure as within the U.S.
- All care **MUST** be coordinated through Global Core
 - Members need to reach out to Global Core to obtain a Guarantee of Payment (GOP) before care is administered, or shortly after in Emergency situations
- **UC Care**- 20% coinsurance after deductible
- **HealthSavings+** - 30% coinsurance after deductible

**BSC Global Core Service
Center (open 24/7)
(804) 673-1177**



UC PPO Plan Comparison

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Deductible and Out-of-Pocket Maximum

UC Care

HealthSavings+

Deductible

UC Select (Tier 1)
None

Blue Shield In-Network (Tier 2)
\$500 Individual
\$1,000 Family

Out-of-Network (Tier 3)
\$750 Individual
\$1,750 Family

In-Network
\$2,500 Individual
\$5,000 Family

Out-of-Network
\$4,000 Individual
\$8,000 Family

HSA Employer contribution
\$750 Individual/\$1,500 Family

Your max (including UC contribution):
\$4,400 Individual /\$8,750 Family

In-network Deductible applies toward Out of Network Deductible.

Out-of-Pocket Maximum

UC Select (Tier 1)
\$6,100 Individual
\$9,700 Family

Blue Shield In-Network (Tier 2)
\$7,600 Individual
\$14,200 Family

Out-of-Network (Tier 3)
\$9,600 Individual
\$20,200 Family

In-Network
\$6,700 Individual
\$13,400 Family

Out-of-Network
\$8,000 Individual
\$16,000 Family

In-network Out of Pocket Max applies toward Out of Network Out of Pocket Max

Covered Service	UC Care	HealthSavings+
<p align="center">Preventive Care</p>	<p>UC Select (Tier 1) •No copayment</p> <p>Blue Shield Preferred (Tier 2) •\$0, no deductible</p> <p>Out-of-Network (Tier 3) •50% after deductible</p>	<p>In-Network \$0, no deductible</p> <p>Out-of-Network 50% after deductible</p>
<p align="center">Doctor and Specialist Visits</p>	<p>UC Select (Tier 1) •\$30 copay</p> <p>Blue Shield Preferred (Tier 2) •30% after deductible</p> <p>Out-of-Network (Tier 3) •50% after deductible</p>	<p>In-Network 30% after deductible</p> <p>Out-of-Network 50% after deductible</p>

Covered Service	UC Care	HealthSavings+
Hospitalization	<p>UC Select (Tier 1) \$250 per admission</p> <p>Blue Shield Preferred (Tier 2) 30% after deductible</p> <p>Out-of-Network (Tier 3) 50% after deductible</p>	<p>In-Network 30% after deductible</p> <p>Out-of-Network 50% after deductible</p>
Coverage Outside of the U.S.	You pay 20% of the cost after the deductible.	You pay 30% of the cost after the deductible.

Covered Service	UC Care	HealthSavings+
<p>Prescription Drug Coverage</p>	<p>Preferred Pharmacies (select UC Medical Center pharmacies, Costco, CVS, Safeway/Vons, Walgreens)</p> <p>Tier 1 Preferred Generics \$10 (1-30-day supply) \$20 (31–90-day supply)</p> <p>Tier 2 Preferred Brand \$30 (1-30-day supply) \$60 (31–90-day supply)</p> <p>Tier 3 Non- Preferred \$50 (1-30-day supply) \$100 (31–90-day supply)</p> <p>Tier 4 (Specialty) 30%, up to \$150 (max 30-day supply)</p> <p>In-Network Pharmacies</p> <p>Tier 1 Preferred Generics \$10 (1-30-day supply) \$20 (31–60-day supply) \$30 (61–90-day supply)</p> <p>Tier 2 Preferred Brand \$30 (1-30-day supply) \$60 (31–60-day supply) \$85 (61–90-day supply)</p> <p>Tier 3 Non-Preferred \$50 (1-30-day supply) \$100 (31–60-day supply) \$130 (61–90-day supply)</p> <p>Out-of-Network Pharmacies 50% (up to 30 DS)</p>	<p>In-Network Pharmacies Retail Participating Pharmacies 30% coinsurance after deductible</p> <p>90 Day Supply: Costco Mail Order, UC Pharmacy or Retail 90 Pharmacy 30% coinsurance after deductible</p> <p>Out-of-Network Pharmacies 50% after deductible (up to 30DS)</p>

Pharmacy Network

- **Retail Pharmacies**

Over 64,000 pharmacies including national chains, participating UC pharmacies, many independent pharmacies

- **Preferred Retail Pharmacies (UC Care plan only)**

UC pharmacies, Costco, CVS, Safeway/Vons, Walgreens and Walmart

Save money with extended day supply = 3-month supply for the cost of 2-month supply

- **Mail Order Pharmacy: Costco Mail Order**

Online registration at pharmacy.costco.com, or call 800-607-6861

Costco membership not required

- **Specialty Pharmacy: Select UC Specialty Pharmacies and Lumicera Health Services**

Select UC Specialty Pharmacies, please work with your UC provider

Lumicera, call a Patient Care Specialist at 1.855.847.3553

Navitus – Manufacturer Copay Assistance

Access Guidance Services (Manufacturer Copay Assistance)

- **Mandatory** program for certain high-cost medications with manufacturer copay assistance available
 - Including some HIV, Specialty and GLP-1 medications
- Navitus Access Team will assist members in enrolling in manufacturer copay assistance programs
- Members pay the copay set by the manufacturer, instead of full cost of the medication
 - Only payments made by members will count toward out-of-pocket maximum or deductible
 - Amounts paid by manufacturers will **not** count toward out-of-pocket maximum or deductible
- Each manufacturer will have an annual assistance amount that they will cover, once exhausted revert back to normal Navitus plan benefits (UC Care, HS+)

Navitus Access Team: 833-210-5967 | 8:00 a.m. to 6:00 p.m. Central Time, Monday through Friday

**Some manufacturers will require you to exhaust your deductible before they will apply your copay assistance*

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Member Tools and Resources

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Download the Accolade App & Register

UC Members can scan the QR code currently enrolled UC Care or HealthSavings+ or visit member.accolade.com or call **866-406-1182** to speak to a Care Advocate

The diagram illustrates the integration of the BSC Portal and the Accolade Portal. The BSC Portal (left) includes: Download Explanation of Benefits, Download or order Medical ID Cards, View Open Prior Authorizations, and View Plan documents: SBC/SPD. The Accolade Portal (right) includes: Viewing Claims, Finding a Provider, ID Card Requests, Connecting with Care Advocate with questions about Medical, Pharmacy plans, Accolade Care Appointments, Request Expert Second Opinion, and Access healthcare financial accounts. A QR code is positioned between the two portals. Below the portals are the App Store and Google Play download buttons. To the right, a smartphone displays the 'All Benefits' app interface, and a laptop displays the 'Accolade Online' web interface with various program options like Medical & Pharmacy Plan, Maternity & Fertility, Flexible Spending Account, and Mental Health.

HealthSavings+ Health Savings Account

Tax-free savings for qualified medical, dental, vision & behavioral health expenses

SELF-ONLY COVERAGE

\$3,650

you contribute

\$4,400

total w/ UC

FAMILY COVERAGE

\$7,250

you contribute

\$8,750

total w/ UC

AGE 55+ CATCH-UP

+\$1,000

extra annually

KEEP IT

funds roll over forever

USE FOR

✓ Deductibles

✓ OTC Meds

✓ Coinsurance

✓ Dental & Vision

✓ Rx Drugs

✓ Acupuncture

Questions?
HealthEquity
(866) 212-4729
[Member Portal](#)



Getting Ready for Medicare

- Link on Faculty Staff PPO: [Transitioning to Medicare](#)



- [Click Here](#) for the prerecorded webinar
- Weekly Medicare Q&A Sessions hosted by RASC

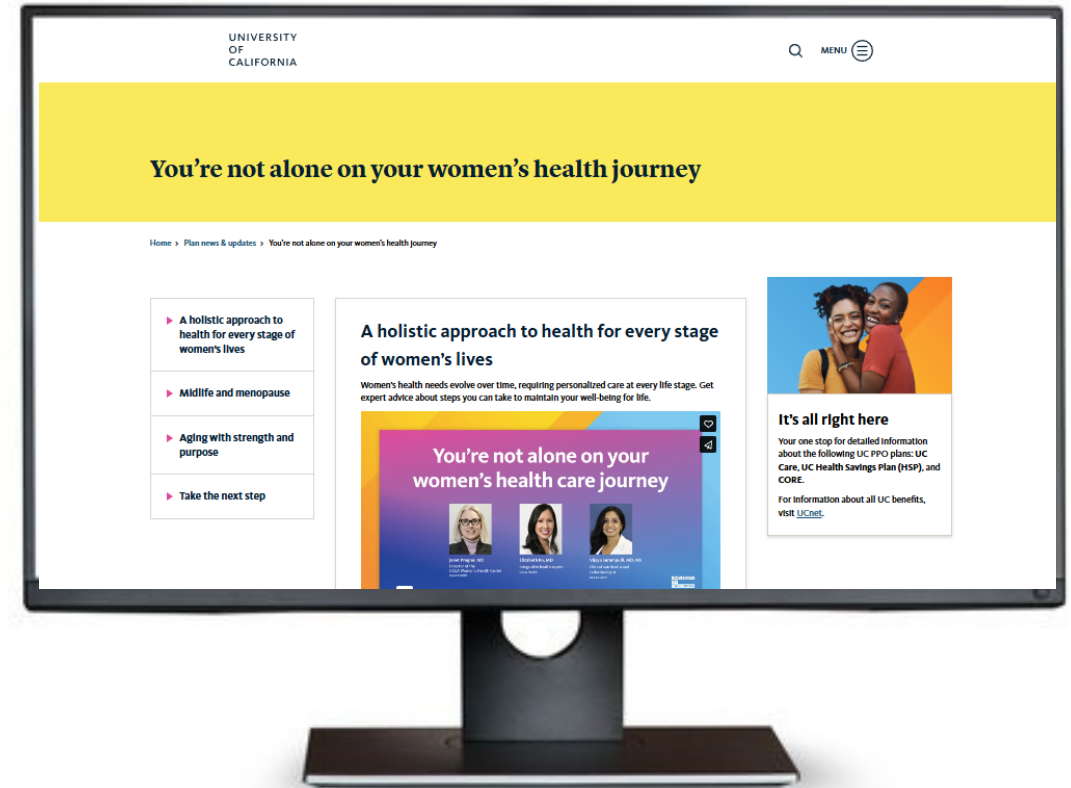
[Click here to register](#)

A screenshot of the "Transitioning to Medicare" webpage. The page has a yellow header with the title "Transitioning to Medicare". Below the header is a navigation menu with a search icon and a menu icon. The main content area is divided into several sections. On the left is a vertical list of topics: "When you're required to enroll in Medicare", "Avoiding the Medicare Part D late enrollment penalty", "How UC retiree coverage works with Medicare", "How Medicare and your UC plan work together", "How claims are processed", "Your costs", "Rules for Health Savings Accounts (HSAs)", and "Get help". The central section is titled "WHAT YOU NEED TO KNOW" and contains text about Medicare eligibility and a link to "Learn more at medicare.gov.". To the right of this section is a small image of a couple and a box titled "It's all right here" with text about finding information and a link to "UC Care and HealthSavings+.". Below the central section is a box titled "What you need to know about Medicare" with a play button icon and a small version of the webinar graphic. At the bottom right is a box titled "Everyone needs a little help sometimes" with text about community resources and a search bar with the text "Enter your ZIP code" and a "SEARCH" button. The footer of the page contains logos for the University of California, Self-Funded Health Plans, Anthem, NAVITUS, Accolade, blue CALIFORNIA, and NAVITUS PHARMACY BENEFITS REINVENTED®.

Women's health page

Support offered for:

- Trouble Sleeping
- Weight Changes
- Brain Fog
- Hair & Skin Changes
- Hot Flashes
- Period problems
- Bone loss
- Mood Issues



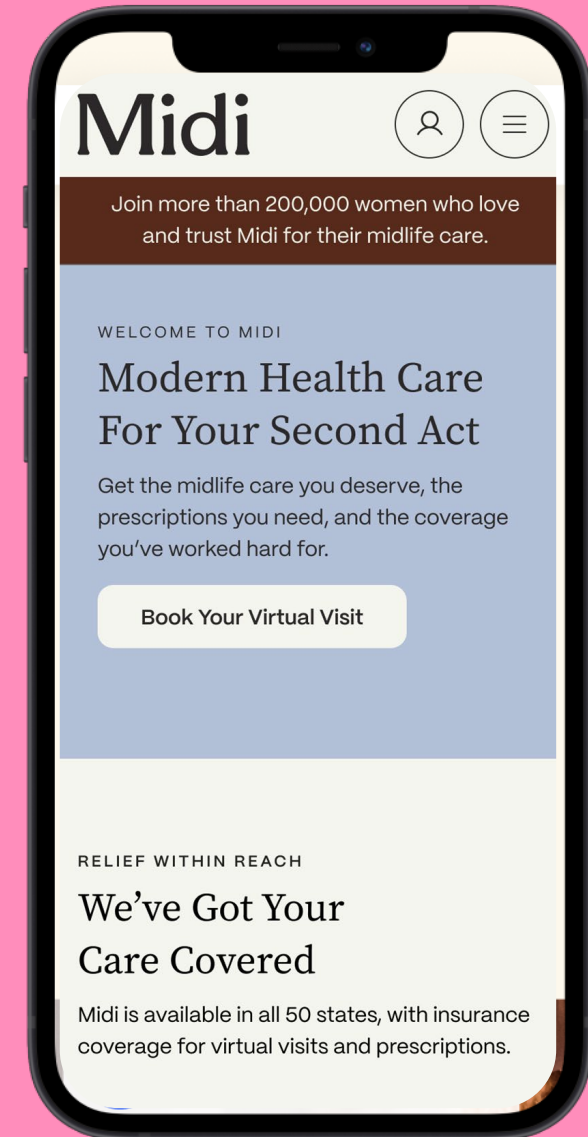
[UC Women's Health Journey Page](#)

What to expect from a Midi visit

- Convenient care from an expert deeply trained in perimenopause and menopause
- Personalized Care Plan designed for your specific symptoms and health history
- Evidence-based treatments including FDA-approved hormonal and non-hormonal options, supplements, lifestyle coaching, and more
- Ongoing follow-ups to adjust your treatment as needed, address new symptoms, and help you navigate your health concerns

Midi is available to PPO enrolled UC members

- UC Care (In-network Tier 2)
- HealthSavings+ (In-network)



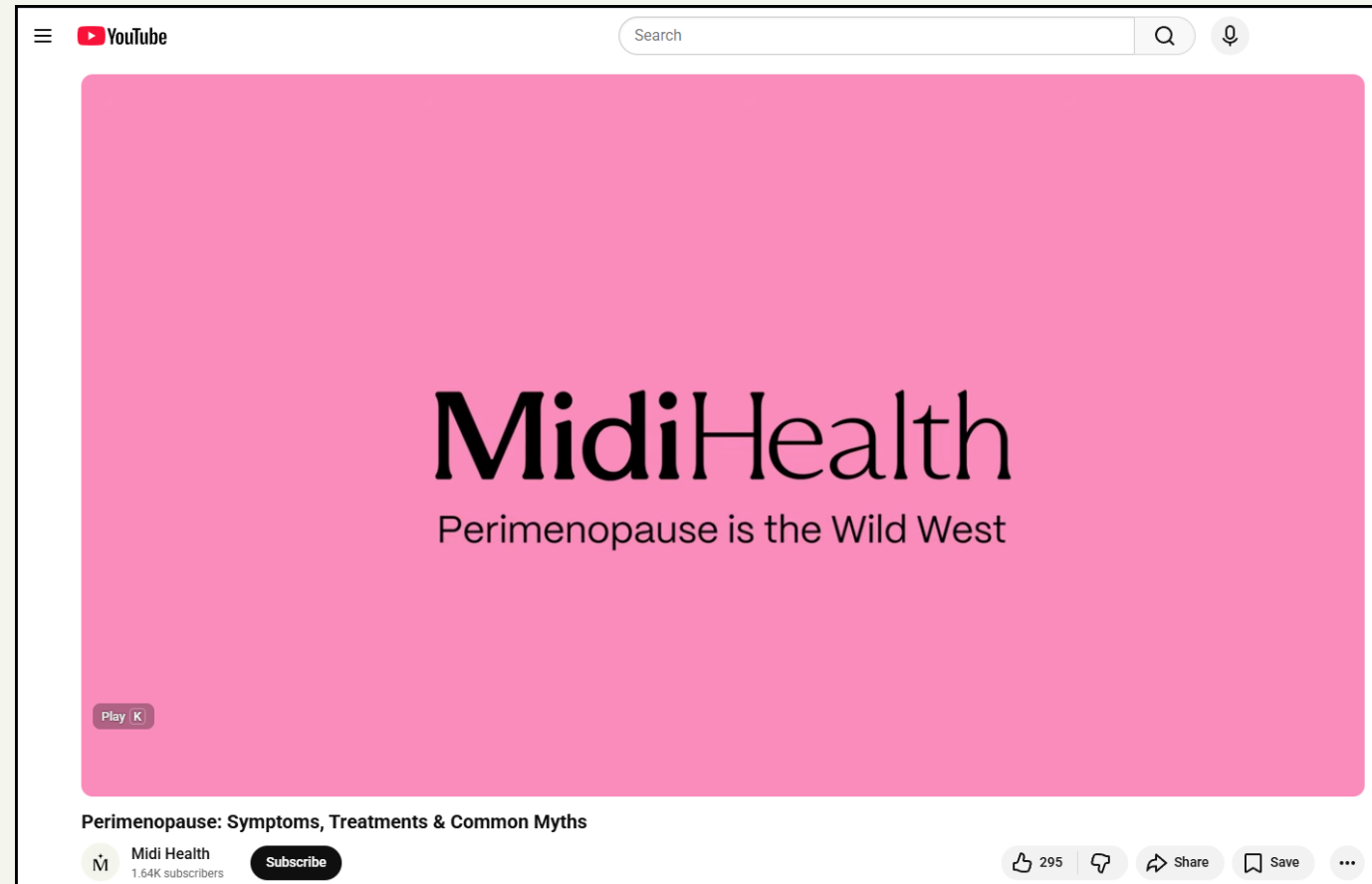
Scan the QR code or visit joinmidi.com/uc to sign up for your Midi Health benefit.

Midi & Chill- YouTube Channel

YOUTUBE AND CHILL WITH MIDI HEALTH

- Join doctors from Midi Health to learn about staying healthy, active and energetic long into your future.
- Real talk on perimenopause, strength after 40, intimacy changes and more.

[UC Women's Health Home Page](#)



youtube.com/@midi_health

Navitus Member Resources

Navitus Customer Care

- Dedicated Navitus Customer Care phone number for University of California
 - Toll-free: (833) 837-4308
 - Available 24/7, 365 days, except Thanksgiving and Christmas Day
- Primary contact for Benefits Professionals, members, pharmacies, prescribers



Member Portal and Mobile App

- Current members only - account required
- Drug coverage lookup
- Medication history
- Network pharmacy locator & cost compare
- Member forms, plan documents & formulary (portal only)
- Digital member ID card



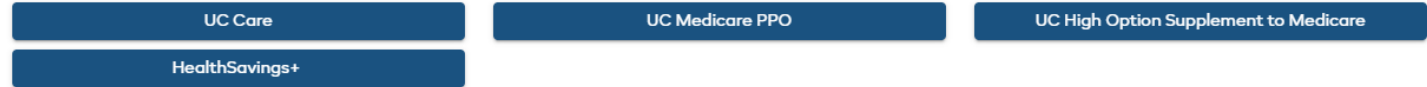
Navitus Resources – Pre-enrollment Site

- Prospective & current members - no account required
- Drug coverage lookup
- Prescription benefit information
- Network pharmacy locator & cost compare

Welcome

University of California

This site provides information about your UC PPO plan's pharmacy benefits, including covered drugs (also known as the formulary) and your out-of-pocket costs for specific drugs. There is also a Pharmacy Search tool to help you find in-network pharmacies near you. This site is available 24 hours a day, seven days a week. Use the links below to learn more. You may not be eligible for all plan options listed below.



Non-Medicare plans (UC Care and HealthSavings+):

To create an account or view your existing benefits.

[CLICK HERE](#)

Medicare plans (UC High Option Supplement to Medicare and UC Medicare PPO):

To create an account or view your existing benefits.

[CLICK HERE](#)

benefitplans.navitus.com/university-of-california

findhelp

If you or a family member need extra support with social, financial, or physical well-being, [Findhelp](#) makes it easy to search for free and low-cost food, housing, transportation, health care, child care, education, and other resources in your community. Just enter your ZIP code and select the type of support you need.

[Click Here for findhelp](#)

Visit uhealthplans.findhelp.com or scan the QR code to the left and then enter your zip code and select the category (e.g. Housing, Food) of interest to access the list of available programs and services.



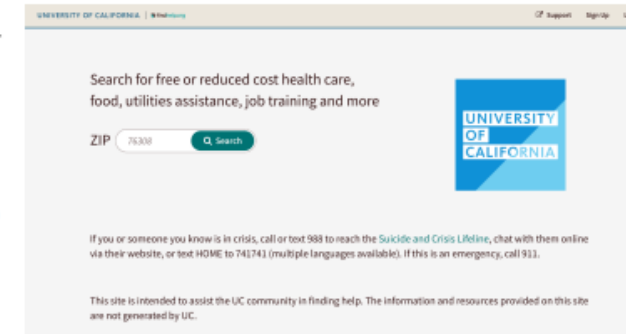
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What you need to know

UC has partnered with Findhelp, the largest network of social assistance programs and resources in the U.S. that are free or offered at a reduced cost. All UC medical plan members and their family members have access to Findhelp, so you can find the resources to help you and your family live better.



What is findhelp

Findhelp is a social care network that connects people and programs, making it easier to find support and social services within your community. Findhelp connects you with resources that can help you find a job, access affordable food, receive medical care, and more — all in one place. Findhelp features more than 600,000 distinct program locations that help millions of people across the country.

Who can use findhelp

Any UC health plan member or family member that needs support with their social, financial or physical health and wellbeing can use Findhelp. Findhelp's search platform lets you search for resources in your community with dignity and ease, and without restrictions or gatekeepers.

Findhelp can link you with a variety of services, including:

- **Food:** Find help to pay for food, locating food pantries, and seeking nutrition education
- **Housing:** Find advice and help on finding or paying for housing and locating temporary shelters
- **Transit:** Find help paying for bus passes or gas or transportation to receive health care services
- **Money:** Find help paying for childcare, connecting to government benefits, and locating assistance with tax preparation
- **Education:** Find help paying for school, financial or health education; citizenship and immigration assistance; and skills and training



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Q MENU

Navigate your benefits with confidence

Join the Feb. 18 Accolade webinar to learn how your PPO works and how Accolade can help.

[Register for the webinar.](#)

Accolade blue CALIFORNIA NAVITUS

Don't wait to feel great: Tap into free preventive care

Invest in a stronger, healthier future for yourself, your family and your community -- at no cost.

[View plan news & updates →](#)

Turning 65 soon?

Congratulations! Attend a webinar to prepare for Medicare and get answers to your questions.

[Register for a session →](#)

Explore your UC PPO plan options

UC offers a range of PPO medical plan options to employees and their family members who are not eligible for Medicare.

[Compare the plans →](#)

See how the plans work, view plan documents, find helpful tips and more!

Member Resources & FAQ's

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Health Plans



UC Resources - facultystaffppo.universityofcalifornia.edu/ppo/contacts-and-mobile-apps

For Questions About	Contact	By Phone	Online
UC Member Services: Benefits, Claims, Clinical Resources, Virtual Visits, Find Care, Provider Search, Nurse Triage and Behavioral Health	Accolade	(866) 406-1182	Member.accolade.com
Pharmacy	Navitus	Navitus Customer Care: (833) 837-4308 Available 24/7 except Thanksgiving and Christmas Day	Mobile app: Navitus mobile app for iPhone and Android
Costco Mail Order Pharmacy <ul style="list-style-type: none"> Does not require Costco warehouse membership 	Costco	(800) 607-6861	costco.com/pharmacy/home-delivery
Specialty Pharmacy	Lumicera	(855) 847-3553	N/A
Health Savings Account- HS+	Health Equity	(866) 212-4729 Monday- Friday 5AM- 5PM PST	learn2.healthequity.com/uc/hsa/
Midi Health <ul style="list-style-type: none"> Women's Health 	Midi	N/A	www.joinmidi.com/uc

UC Resources - facultystaffppo.universityofcalifornia.edu/ppo/contacts-and-mobile-apps

For Questions About	Contact	By Phone	Online
UC Health Care Facilitators <ul style="list-style-type: none"> Questions about your benefits 	UC Health	<u>UC Health Care Facilitators</u>	
BSC BlueCard- Care outside of California	Blue Cross Blue Shield (BSC)- BlueCard	Call 810-2583 (BLUE) Provide the 3-letter prefix from your ID card	N/A
International Benefits <ul style="list-style-type: none"> Care outside of U.S. 	BSC (BCBS) Global Core Service Center	Toll free 24/7 (800) 810-2583 (BLUE) Collect (804) 673-1177	<u>Bcbsglobalcore.com</u>

FAQ's- UC Plans 2026

Q: What should I expect when my child turns 26?

A: They will terminate off the plan at the end of the month of their birthday. I.e: DOB 2/18/2000. Last day of coverage will be 2/28/2026.

Q: How do I submit claims with Blue Shield of California?

A: Claims need to be submitted directly to Blue Shield of California via the blueshieldca.com website with a Blue Shield claim form. [CLICK HERE](#) to visit the claims payment policy site for BSC. Please remember, you only need to submit claims for out of network claims or if you paid out of pocket in full. In-network providers will bill BSC on your behalf.

Q: I've been paying cash with a GoodRx coupon for an expensive prescription because it's less expensive than using my UC HS+ insurance. Can I use my HSA for this?

A: Yes. You can use your HSA dollars to pay for your share of eligible prescription costs—that's what your HSA is there for.

Preventive Care

Preventive Care: includes routine examinations, health screenings, tests, education, immunizations, labs, and other tests identified by age and/or risk factors administered during an annual exam

What is preventive care?

Routine care to catch things early and keep you well before you have any symptoms, included in all UC plans at no added cost

Examples:

- Flu shot
- Virtual annual exams- available with Accolade
- Colon cancer screening and mammograms
- Routine screenings for blood pressure or cholesterol
- Pediatric wellness visits
- Annual wellness exams

What is diagnostic care?

Testing or treatment for an existing illness or injury. It's used to diagnose a specific condition and figure out treatment and may include added cost depending on the service.

Examples:

- Imaging (X-rays, ultrasound) to confirm illness or injury
- Blood tests that determine or manage a specific condition
- Discussing NEW symptoms with your doctor
- Managing existing conditions such as diabetes or cancer

ICYMI & Coming Soon

- Upcoming communications:
 - April e-mail: “**Planning a trip? Pack your UC PPO plan**” 4/8 & 4/15
 - Midi Webinar: Introduction to Perimenopause and Menopause
 - [Click Here To Watch the Webinar](#)
 - [Upcoming Midi Events & Past Videos](#)
- Next Member Webinar on Wednesday 5/20/26 [Click Here To Register](#)
- ** LIVE Demo’s of Accolade Portal, BSC Portal and Provider Search ****
 - Survey coming- suggestions for other topics in the year
- Important Reminders:
 - Register and update your preferred e-mail and phone number in Accolade system (Member.accolade.com)



[UC Faculty Staff PPO Home Page](#)

Monthly UC/Accolade Webinar Series

UC Care and HealthSavings+ Monthly Webinars

Monthly webinars to highlight UC PPO plan coverage and benefits.

Next Event: Wednesday May 20, 2026, 12:30-1:30 PM PST

[Click Here To Register 5/20/26](#)



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