

Care for all of life's moments

2024 open enrollment

CalPERS



uhc.com/CalPERS





For the moments that matter, care is here

The UnitedHealthcare SignatureValue Alliance HMO plan is designed to help simplify your health care experience, connect you to quality care and deliver lower costs. You'll also get access to tools, resources and services to help you take charge of your health and get more out of your plan.



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 health plan ID card or save on health care costs—and much more

Call Customer Service at **1-877-359-3714** for help with questions about your health plan and benefits.

Connect from anywhere

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 1 place, so you can:

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



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
- View and share your health plan ID card
- Video chat with a doctor 24/7



Signature Value Alliance HMO benefits at a glance



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 covered family member 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.



Pharmacy benefits administered by Optum Rx® – You'll be able to order up to a 3-month supply of medications you take regularly and have them delivered right to your home.



One-stop call resolution – You'll have access to a dedicated call center for answers to all of your questions about care, benefits and coverage, including referrals and claims.

Stay supported with your PCP

Your PCP 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 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***



*Laws in some states allow you to choose a specialist, like an OB/GYN as your PCP. Sign in to uhc.com/CalPERS to see the providers in your network.

**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.

More benefits for all that life brings

UnitedHealthcare's digital tools and online resources help make managing your health—and health plan—simpler and more convenient. Here are just a few examples of what's included.



Want to lose weight?

Real Appeal

Connect with a community of support with Real Appeal®, an online weight-loss program designed to inspire healthier behaviors. It includes group coaching sessions, 24/7 access to videos, tools to track your progress and more.



Ready to quit tobacco?

Quit For Life

If you're ready to quit tobacco, Quit For Life® can help. You'll get 1-on-1 support, a quit guide, access to a members-only website, help deciding if medication is right for you and, if you qualify, nicotine-replacement therapy.



Looking for pregnancy support?

Maternity Support

If you're thinking about having a baby, or already have one on the way, Maternity Support is here for you. Get access to resources and tools to help you throughout pregnancy and after delivery. To enroll, visit myuhc.com.



Want to feel better?

Acupuncture and chiropractic care

As part of your health plan benefits, you have direct access to more than 3,000 credentialed chiropractors and over 950 credentialed acupuncturists in California.



Want to get rewarded?

UnitedHealthcare Rewards

Complete activities, including daily well-being goals, to earn up to \$300 and build healthier habits along the way.



Need care on the go?

24/7 Virtual Visits

With 24/7 Virtual Visits, you can chat with a health care provider by computer or mobile device.* Doctors can diagnose and treat common, nonemergency conditions—from seasonal flu to pinkeye.



Ready to hear life to the fullest?

UnitedHealthcare Hearing

Access 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.



Looking for emotional support?

Behavioral Health

Receive confidential support for everyday challenges or more serious issues. Find the care that works for you using self-service apps or scheduling virtual or in-person therapy.

Review your plan coverage details

Once you've enrolled, your PCP will be your first source for care and can coordinate any specialty care you may need. Age-appropriate preventive care services are covered for routine wellness exams, well-child exams, mammograms, flu shots and other immunizations when provided through your PCP.

Health plan details

SignatureValue Alliance HMO

Medical copays and coinsurance	You pay
Deductible	
Employee	N/A
Family	N/A
Out-of-pocket limit	
Employee	\$1,500
Family	\$3,000
Lifetime maximum	Unlimited
Doctors and specialists	
Doctor visit	\$15 copay
Specialist visit	\$15 copay
Chiropractic/acupuncture	\$15 copay
24/7 Virtual Visits	\$15 copay
Preventive care	
Well-child visits	No charge
Mammogram	No charge
Immunizations	No charge
Annual physical	No charge
Urgent and emergency care	
Urgent care visit	\$15 copay
Emergency room	\$50 copay
Ambulance	No charge
Hospital care	
Outpatient surgery	No charge
Lab and X-ray	No charge
Hospital stay	No charge
Maternity stay	No charge
Mental health and substance use	
Outpatient visits	\$15 copay
Inpatient visits	No charge
Prescription drugs (offered through Optum Rx)	You pay
Retail pharmacy	
Generic	\$5
Brand formulary	\$20
Non-formulary	\$50
Mail-order pharmacy	
Generic	\$10
Brand formulary	\$40
Non-formulary	\$100

This information does not replace your official health plan documents. Please see your official health plan documents for all coverage details, including limitations and exclusions. For complete pharmacy coverage details, visit optumrx.com/CalPERS or call 1-855-505-8110, TTY 711.



Search the Alliance HMO network to find your PCP

The Alliance HMO plan requires you to select a PCP for you and each family member covered under your plan. Your PCP is your health guide—someone who can help connect you to the care you need and help you avoid cost surprises. Go to uhc.com/CalPERS to browse network PCPs.

Enjoy freedom of choice

The medical groups in the Alliance HMO network have been selected for their technology and consistent level of quality care. Choose from 35,281 physicians and 258 hospitals.¹ The SignatureValue Alliance network includes these physician groups:

- ✓ ADOC
- ✓ Alliance Desert Physicians
- ✓ Altamed Health Services
- ✓ Bakersfield Family Medical
- ✓ Beaver Medical Group
- ✓ Brown and Toland
- ✓ Chaffey Medical Group
- ✓ Coastal Communities Physician Network
- ✓ Community Health Partners
- ✓ Desert Oasis Healthcare
- ✓ Edinger Medical Group
- ✓ El Camino Health Medical Network
- ✓ Fenix Medical Group
- ✓ GNP-MemorialCare
- ✓ Greater Tri-Cities IPA
- ✓ High Desert Medical Group
- ✓ Hill East Bay Alliance
- ✓ Korean American Medical Group
- ✓ Lakeside Medical Group
- ✓ MemorialCare Medical Group
- ✓ Optum
- ✓ Optum Care Network
- ✓ Palo Alto Medical Foundation
- ✓ Promisecare
- ✓ Rady Children’s Health Network
- ✓ Redlands-Yucaipa Medical Group
- ✓ Regal Medical Group
- ✓ Sante Community Physicians
- ✓ Scripps
- ✓ Seoul Medical Group
- ✓ Sierra Medical Group
- ✓ Sutter
- ✓ Tri-Valley Medical Group
- ✓ Valley Physicians Network
- ✓ VVIPA Medical Group

Participating medical groups – Alliance*

Group name	Group #	Group name	Group #
Alameda County		Los Angeles County (cont.)	
Brown & Toland – East Bay Alliance	028466	Optum – Bixby Knolls	028435
Hill Physicians East Bay	028669	Optum – Canyon Country – Valencia	028414
Palo Alto Medical Foundation	012140	Optum Compton/Downey/Long Beach Plaza	028463
Sutter East Bay Medical Foundation	030201	Optum – Long Beach	028455
Contra Costa County		Optum – Long Beach/N. Orange County	028459
Hill Physicians East Bay	028669	Optum – Los Angeles – San Gabriel	028391
Sutter East Bay Diablo Division	030199	Optum – Magan Medical Clinic	028445
Fresno County		Optum – Mission Hills/Northridge/West Hills	028440
Community Health Partners – PCP	033691	Optum – North Hollywood/Van Nuys/Vanowen	028442
Santé Community Physicians	016405	Optum – San Gabriel	028764
Kern County		Optum – South Bay	028403
Bakersfield Family Medical Center	007665	Optum Care Network – Arcadia	028404
Kings County		Optum Care Network – Burbank/Glendale	028401
Santé Community Physicians	016406	Optum Care Network – Citrus	028428
Los Angeles County		Optum Care Network – East LA	028399
Altamed Los Angeles County IPA	028951	Optum Care Network – East West	028411
Altamed Medical Group	028928	Optum Care Network – Glendale/Verdugo	028437
Chaffey Medical Group	027892	Optum Care Network – Huntington Memorial	028434
High Desert Medical Group	003804	Optum Care Network – LA County	028393
Korean American Medical Group	019863	Optum Care Network – Little Company of Mary	028436
Lakeside Med Group Central – Burbank/ N. Hollywood	024664	Optum Care Network – Long Beach	028454
Lakeside Medical Group Central – Central Valley	024670	Optum Care Network – Methodist	028451
Lakeside Medical Group Central – Glendale	024662	Optum Care Network – Montebello	028388
Lakeside Medical Group Central – North Valley	024671	Optum Care Network – Northridge	028416
Lakeside Medical Group Central – Santa Clarita	024677	Optum Care Network – Pasadena	028410
Lakeside Medical Group Central – Verdugo Hills	024681	Optum Care Network – San Dimas	028419
Lakeside Medical Group East – Glendora	024674	Optum Care Network – San Fernando Valley	028423
Lakeside Medical Group East – Pomona	024679	Optum Care Network – San Fernando Valley West	028460
Lakeside Medical Group East – San Gabriel Valley	024686	Optum Care Network – San Gabriel (SGV)	028422
Lakeside Medical Group East – West Covina	024675	Optum Care Network – South Bay	028417
Lakeside Medical Group West – Agoura Hills	024672	Optum Care Network AppleCare Select	025327
Lakeside Medical Group West – Tarzana	024684	Optum Care Network Monarch	021963
Lakeside Medical Group West – West Hills – Canoga	024683	Regal Medical Group – Caduceus	019793
		Regal Medical Group – Central Valley Region	012410

* For the most up-to-date listing of participating medical groups near you, visit uhc.com/CalPERS or call our Customer Service team at 1-877-359-3714.

Participating medical groups* (continued)

Group name	Group #	Group name	Group #
Los Angeles County (cont.)		Placer County	
Regal Medical Group – Downey	017547	Sutter Independent Physicians	005204
Regal Medical Group – Downtown Los Angeles Region	014163	Sutter Medical Group Sacramento/Placer	005200
Regal Medical Group – East San Gabriel	017555	Riverside County	
Regal Medical Group – Glendale Physicians Alliance	023187	Beaver Medical Group	027825
Regal Medical Group – Greater Covina	017778	Desert Oasis Healthcare	021796
Regal Medical Group – Long Beach	017552	Optum Care Network – Citrus Valley	021243
Regal Medical Group – San Gabriel Region	014888	Optum Care Network – Corona	005232
Regal Medical Group – St. Francis	017551	Optum Care Network – Desert Cities	018657
Regal Medical Group – West Valley	017554	Optum Care Network – Hemet Valley	009023
Regal Medical Group – Whittier	017550	Optum Care Network – Moreno Valley	003111
Regal Medical Group Burbank – Glendale	017556	Optum Care Network – Riverside	008331
Seoul Medical Group	019881	Optum Care Network – Southwestern Valleys	006657
Sierra IPA	023025	Optum Care Network – Sun City	004140
Sierra Medical Group – Santa Clarita	029357	Promisecare – FSMG (<i>Family Seniors Med Grp</i>)	014899
Sierra Medical Group Clinic	023023	Promisecare – HCMG (<i>Hemet Com Med Grp</i>)	014586
Madera County		Promisecare – MVMG (<i>Menifee Valley Com Med Grp</i>)	015031
Santé Community Physicians	016405	Promisecare – TVPMG (<i>Temecula Valley Phy Med Grp</i>)	021941
Marin County		Redlands-Yucaipa Medical Group Inc.	027828
Brown & Toland Medical Group	026920	Regal Medical Group – Riverside	021553
Merced County		Regal Medical Group – Temecula	020950
Sutter Gould Los Banos	029365	Tri-Valley Medical Group	026432
Orange County		Valley Physicians Network	026405
ADOC – Fountain Valley Division	025400	Sacramento County	
ADOC- Los Alamitos Division	025401	Sutter Independent Physicians	005204
Altamed Orange County IPA	029116	Sutter Medical Group Sacramento/Placer	005200
Edinger Medical Group	026621	San Bernardino County	
Greater Newport – MemorialCare	026695	Alliance Desert Physicians	024628
MemorialCare Medical Group	025679	Beaver Medical Group	027825
Optum – Orange County	028427	Chaffey Medical Group	027892
Optum Care Network – Arta Health	029878	Fenix Medical Group	029490
Optum Care Network – South Coast	028461	Lakeside Medical Group East – Pomona	024679
Optum Care Network Monarch	021963	Optum Care Network – Inland Valley	006045
Regal Medical Group Orange County	018831	Optum Care Network – Redlands	001026
Seoul Medical Group Orange County	029550	Optum Care Network – San Bernardino	019383
		Pinnacle Medical Group	027850
		Redlands-Yucaipa Medical Group Inc.	027828
		Regal Medical Group APSI	020670
		Regal Medical Group Chino Valley	017553

Participating medical groups* (continued)

Group name	Group #	Group name	Group #
San Bernardino County (cont.)		Stanislaus County	
Regal Medical Group San Bernardino	020668	Sutter Gould Medical Foundation	029350
Sierra Medical Group – Santa Clarita	029357	Sutter Gould Medical Foundation Turlock	029358
VVIPA Medical Group	028857	Ventura County	
San Diego County		Lakeside Medical Group West – Agoura Hills	024672
Greater Tri-Cities IPA Medical Group	014889	Lakeside Medical Group West – Simi Valley	024682
Mercy Physicians Medical Group – Scripps Care	026282	Lakeside Medical Group West – Thousand Oaks	024678
Optum Care Network – N County SD Alliance	026443	Regal Medical Group – Ventura County	021557
Rady Children’s Health Network	028561	Yolo County	
Scripps Clinic	003682	Sutter Medical Group Yolo	009695
Scripps Coastal Mc	023659		
Scripps Physicians Medical Group	005375		
San Francisco County			
Brown & Toland Medical Group	026920		
Sutter Pacific Med Foundation Sutter W. Bay Med Grp	032247		
San Joaquin County			
Sutter Gould Medical Foundation – Lodi	029361		
Sutter Gould Medical Foundation – San Joaquin	029356		
Sutter Gould Medical Foundation – Tracy	029364		
San Luis Obispo County			
Coastal Communities Physician Network	028856		
San Mateo County			
Brown & Toland Medical Group	028087		
Palo Alto Medical Foundation Camino	023856		
Palo Alto Mills Peninsula Division	024896		
PAMF Mills Peninsula	025525		
Santa Clara County			
Palo Alto Medical Foundation	012140		
Palo Alto Medical Foundation Camino	023856		
Silicon Valley Med Development	031727		
Santa Cruz County			
Palo Alto Medical Foundation Santa Cruz	023859		
Solano County			
Sutter Medical Group Solano	024365		
Sonoma County			
Sutter Medical Group Of The Redwoods	030218		



* For the most up-to-date listing of participating medical groups near you, visit uhc.com/CalPERS or call our Customer Service team at 1-877-359-3714.

Choose your care for the days ahead



Review your option(s)

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



Get ready for coverage to begin

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



Say hello to your benefits

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



A simpler way to get the most out of your benefits

Throughout the plan year, you can sign in to myuhc.com and use the UnitedHealthcare app to see what's covered, view average costs, find network providers and more.



We're here to help

Learn more about your benefit option(s) or reach out with any questions.

uhc.com/CalPERS

1-877-359-3714, TTY 711

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>

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 libheng 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.

توجّه: إذا كنت تتحدث لغة عربية (**Arabic**)، فيمكننا تقديم خدمات الترجمة مجاناً. يرجى الاتصال بنا على الرقم المجاني المذكور على بطاقة هويتك. نرجو أن نكون قد قمنا بحل مشكلتك.

ATANSYON: Si w pale Kreyòl ayisyen (**Haitian Creole**), ou kapab benefisyè 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.

توجّه: 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।

DÍI BAA'ÁKONÍNÍZIN: Diné (**Navajo**) bizaad bee yáníl'ti'go, saad bee áka'anida'awo'ígíí, t'áá jíik'eh, bee ná'ahóót'i'. T'áá shq'odí ninaaltsoos nit'i'izi bee nééhozinígíí bine'dé' t'áá jíik'ehgo béesh bee hane'i biká'ígíí bee hodiilnih.



¹ Network counts accurate as of April 2023.

Rally® Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the Health Survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product 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.

Real Appeal® is a voluntary weight loss program that is offered to eligible participants as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided maybe taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

The Quit For Life® program provides information regarding tobacco cessation methods and related well-being support. Any health information provided by you is kept confidential in accordance with the law. The Quit For Life program does not provide clinical treatment or medical services and should not be considered a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Participation in this program is voluntary. If you have specific health care needs or questions, consult an appropriate health care professional. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.

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Laws in some states allow you to choose a specialist, like an OB/GYN, as your PCP. Sign in to uhc.com/CalPERS to see the providers in your network.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Healthcare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).