

## How you can speed up enrollment with UC health plan carriers if you need access to services within 30 days of enrollment

UC employees and their eligible dependents are covered under UC-sponsored health plans from the initial day of employment, provided enrollment takes place during the period of initial eligibility (PIE). However, it may take up to 30 days from the date an online enrollment is confirmed or an enrollment form is processed before the medical, dental, vision and/or legal plans register the eligibility in their own membership databases. If you need to access services prior to receiving information from your health plan, the following instructions will help you speed up this process.

Before going to pick up a prescription or scheduling an appointment with a healthcare provider, you should do the following:

1. Complete your new employee enrollments online. (<https://atyourserviceonline.ucop.edu/ayso/> (*At Your Service Online*)). If you are adding a dependent to a health plan due to a mid-year status change, ensure that the [UPAY 850](#) has been submitted to Payroll – email to [PayrollBenefits@ucsf.edu](mailto:PayrollBenefits@ucsf.edu) or fax to 415-920-2512 within your 31 day PIE.
2. After 48 hours from initial enrollment, verify that your enrollment is in the UC system by checking <https://atyourserviceonline.ucop.edu/ayso/> (*At Your Service Online*) “Health and Welfare – Current Enrollments”. Once your enrollment information is in the UC system, it will be available to all UC insurance carriers within 48 hours via a secure website, the **UC Carrier Eligibility Website**. Representatives at all of our health plans have access to this website.
3. Call the health plan’s Member Services number and identify yourself as a new member/UC employee who is calling to verify eligibility **in order to access services**.
  - Ask if you are “active” in the UC insurance membership system.
  - If you are not, ask if your enrollment can be expedited. Ask the Customer Service Representative to access the **UC Carrier Eligibility Website** to locate your enrollment and update your membership. They may be able to complete this process while you are on the phone or they may need to call you back. Once your enrollment is in place, they will provide you with your member ID and group ID. If you are enrolling in Health Net Blue & Gold be prepared to provide information on your designated primary care provider and medical group. DeltaCare USA will require you to designate a network dentist.
  - If you need a prescription, ask the representative to inform the **pharmacy unit** of your eligibility.
  - Ask the representative how long it will be before your pharmacist/doctor’s office can access your new member information (it should be no more than one or two business days). When that time frame has elapsed, you can pick up prescriptions or visit your doctor.

### MEMBER SERVICES:

MEDICAL PLANS	PHONE:	DENTAL / VISION	PHONE:
UC Care PPO	1-844-437-0486	Delta Dental PPO	1-800-777-5854
UC Health Savings Plan (HSA)	1-844-437-0486	DeltaCare USA (HMO)	1-800-422-4234
Health Net Blue & Gold	1-800-539-4072	Vision Service Plan (VSP)	1-866-240-8344
Kaiser	1-800-464-4000		
Western Health Advantage	1-888-563-2250		