UC San Diego Health
AFFILIATED NETWORK™

SCAN In-Service for Tele-Sales & Field Sales
September 2022

ucsdhn.org/brokers
What are we learning about today?

1. Primary Care Providers
2. Emergency, Urgent, and Express Care
3. Advanced Treatment Facilities
4. Our Dedicated Member Center
5. My Chart
6. Our Website – UCSDHN.ORG
7. Sign Up Tables
UC San Diego Health

AFFILIATED WITH

perlman clinic

SAN DIEGO SPORTS MEDICINE
& Family Health Center

one medical

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Emergency, Urgent, and Express Care

UC San Diego Health

Express Care Locations*

Downtown San Diego
203 West F St., San Diego, CA 92101

Encinitas
1505 Encinitas Blvd., Encinitas, CA 92024

Chula Vista/Eastlake
2295 Otay Lakes Rd., Suite 110
Chula Vista, CA 91915
Express Care all locations: (800) 926-8273

Urgent Care Locations

La Jolla
8910 Villa La Jolla Drive
La Jolla, CA 92037
(858) 657-7000

Rancho Bernardo
16950 Via Tazon
San Diego, CA 92127
(800) 926-8273

Emergency Room Locations

Medical Center – Hillcrest
200 West Arbor Drive
San Diego, CA 92103
(619) 543-6222

Medical Center – La Jolla
9350 Campus Point Drive
La Jolla, CA 92037
(858) 657-7000

Key
Express Care
Urgent Care
Emergency Room

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Emergency, Urgent, and Express Care

Concentra
American Family Care
Marque Medical
MD Today
South Bay Urgent Care

Key:
- Express Care
- Urgent Care
- Emergency Room

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Advanced Treatment Facilities

UC San Diego Health Primary Care Network

UC San Diego Health Primary Care

Ambulatory Care Network: Broad network of primary care physicians including UCSD physicians and an extensive network of affiliated providers, including an exclusive partnership with One Medical.

San Diego

Oceanside

Poway

Chula Vista

La Jolla

El Cajon

Jacobs Medical Center — La Jolla

Advanced Inpatient and Surgical Services: 364-bed advanced medical center home to inpatient care, surgical facilities, outpatient clinics, a blood bank, pharmacy, and geriatric ED.

Moores Cancer Center — La Jolla

Comprehensive Cancer Center: The region’s only NCI-designated comprehensive cancer center treating patients with a broad spectrum of cancers and nationally recognized for dealing with complex, aggressive, and rare cancers.

Sulpizio Cardiovascular Center — La Jolla

Comprehensive Heart Hospital: Region’s first academic-based facility to combine all heart and vascular-related services, programs, and technology in a single facility.

UC San Diego Health — Hillcrest

Inpatient and Surgical Services: 390-bed acute care hospital tower, including a Level I Trauma Center, regional burn center, HIV/AIDS treatment center, stroke center, and Surgical Intensive Care Unit.
Navigating Your Healthcare through a DEDICATED MEMBER CENTER

- **Concierge service center** dedicated to health plan enrollees
- Member onboarding activities, including step-by-step assistance with transitioning care to UC San Diego Health and assisting with insurance/enrollment questions
- Care navigation to assist members in selecting an appropriate PCP and accessing more specialized services tailored to their needs
- Access to member tools and resources

**MEMBER CENTER**

One Call or Click

We understand how frustrating it can be when you have to call multiple numbers to get questions answered. That’s why UCSD Health has created an integrated customer service department exclusively for enrollees. Whether you have insurance or clinical questions, you can get help with a single call or click. Our representatives are specifically trained to handle member questions so you get the answers you need with less hassle.

619-471-9123

PHSOCustomerService@health.ucsd.edu

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Single technology platform connects patients, physicians, and information in a consolidated and secure portal.

With access to over 10 million patient records across the University of California system, physicians can determine the treatments that provide the most optimal outcomes.

Patients have more control over their healthcare than ever before.

Making Healthcare Easier through

**DIGITAL HEALTH SERVICES**

- **Manage Appointments**
  Schedule and manage appointments with most providers online

- **E-Check In**
  Check in and pay from your phone and skip the line at the office

- **Prescription Management**
  Manage and refill prescriptions online from your local pharmacy

- **Review Medical Records**
  Access to physician notes and after-visit summary and instructions

- **Message Providers**
  Get answers to your medical question directly from your care team

- **Access Lab Results**
  Review lab results and historical trends directly from the app

- **Online Bill Payment**
  Review statements and pay bills online automatically

- **Remote Health Monitoring**
  Upload and monitor vital health measures and share with your provider

- **Video Visits**
  Convenient and secure telehealth visits with your provider

- **Health Reminders**
  Convenient and secure telehealth visits with your provider

Health Care at Your Fingertips

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At UC San Diego Health, we put your needs at the center of everything we do.

We are a nationally ranked network of community-based providers and health systems focused on providing convenient primary care that’s closer to where you live and work. Our easy online scheduling, population health programs, and digital health tools make accessing high-quality care easier than ever before.
Offering convenient options for your customers

The UC San Diego Health Affiliated Network offers brokers reliable, flexible, and convenient healthcare plans, delivering world-class care to your clients and employees at rates they can afford.

Provider Directory

You want the best health care possible—when and where you need it. At UC San Diego Health you get it all. Our hospitals are ranked #1 in San Diego and #5 in California by U.C. News & World Report. We offer same-day Express Care and Urgent Care, online appointment scheduling, and versatile online tools.

VIEW OUR PROVIDER DIRECTORY

Same-day Care

UC San Diego Health has help for you right away at our Express Care, Urgent Care, and Emergency Care (ER) facilities.

VIEW OUR LOCATIONS
As a patient of UC San Diego Health, you have access to an extensive array of services, including:

- Find My Primary Care Physician
- Find a Pediatrician in My Network
- World-Class Specialty Care in My Network
- Walk-In Visits for Urgent and Express Care
- Access to Your Provider Through MyUCSDChart
- Health Events and Classes
Innovative Efforts

- Quality programs & patient outreach
- Team-based care
- Virtual health coaching
- Integrated devices for remote monitoring, including wearables
- Artificial Intelligence technology to assist with condition management
Integrated Healthcare Association (IHA)¹
Commercial and Medicare Value-Based Care Services

UC San Diego Health
Commercial HMO Recognition

UC San Diego Health
Medicare Advantage Recognition

¹ Integrated Healthcare Association (IHA) is an association of approximately 200 medical groups across California that ranks member performance in value-based programs based on established metrics in the domains of clinical quality, cost, and patient experience.
UCSDH Population Health Care Model

Wellness
Payor Agnostic

Prevention: Poorly Managed
Diabetes, Hypertension, Weight Mgmt
Payer Agnostic

Multiple Chronic Conditions
Care coordination: Rising Risk ACO, PCF & Full Risk

High Risk ACO, PCF, Full Risk Seniors
Nurse Practitioners, SNF providers, Social Workers, RN Case Manager, Care Navigators and Pharmacist Support

Team: IS / Analytics, EPIC & EPIC Healthy Planet, providers, nurses, social workers, utilization management, pharmacists, nursing education, students

All patients receive health maintenance reminders:
- Bulk messages
- Annual wellness visits
- MyChart
- Phone Calls
- Texting

Remote patient monitoring, health coaching & education, Pharmacy for med optimization

Reminders for Health Maintenance / Care Gaps, AWV, Bulk orders

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UCSDH Population Health is a PCP Team Based Care Model: help providers and patients address their physical, medical and social needs by building better community partnerships and care coordination.
Population Health Services – Benefits & Resources

- UCSD at Home / SNF
- Digital Health (HTN / Remote BG monitoring / Bed scales)
- Transitions of Care Unit: Post Discharge Coordination / TCM
- Health coach in person & texting programs: healthy living, diabetes, HTN, depression, post DC symptom follow up
- Quality measure support & patient care gap reminders
- Pharmacists: Medication Optimization
- Complex Case Management: RN and SW
- Managed Care UM referral determinations
- Disease Management (HF, COPD, DDM)
- Accent Care joint venture and other community partnerships

*See appendix for detailed service descriptions

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UCSD at Home

Interdisciplinary Care delivery model to keep frail, home confined patients healthy and safe at home

Physicians
Nurse Practitioners
Social Workers
Nurse Case Managers

Team based knowledge to improve care in the patients home and community setting & help you with HCC capture
**PHSO Digital Health Services**

- Patient receives medication therapy management, optimization and/or medication cost assistance

- Remote monitoring for blood pressure and blood glucose
- Patient specialty RN monitoring/coaching

- Patient receives texting education and health coaching (healthy eating, exercise, medication adherence)

Increasing disease complexity

[Link: ucsdhn.org/brokers]
Virtual Health Coaching

- Texting programs for chronic conditions
- Telehealth visits with certified coaches

Information | Motivation | Behavioral Skills

- Taking your medications
- Eating a healthy diet
- Keeping active
- Self care

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Digital and Standard Remote Patient Monitoring for Hypertension & Diabetes

- iHealth BP cuff = Apple
- Qardio BP Cuff = Android
- Omron Silver = Apple/Android
- Omron Bronze = Standard Cuff
- Glooko Compatible Glucose Meter = Apple/Android

- Self-Monitoring
- Patient Engagement
- Daily RN Remote Monitoring
- Primary Care Provider (PCP) Escalations

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Artificial intelligence allows for standard recommendations based on:

- Data from patient responses
- Data from wearable devices

Clinical teams are involved for any escalations.
Overview

Founded in 2005, Perlman Clinic focuses on Primary Care throughout San Diego. Highlights include:

• Team of **150+ providers** specializing in primary care, mental health, and wellness services

• Highly **accessible**, with 17 locations, same or next day appointments and extended open hours (including nights and weekends)

• Leading **patient technology**, enabling online scheduling and video visits

• High **patient satisfaction** scores
Historical Growth

We have grown locations from 1 in 2014 to 17 currently.

Provider visits are now >500 per day.
Deep Provider Team

150+ providers

15+ subspecialties

- Women’s Health
- Men’s Health
- Cholesterol
- Cancer Prevention
- Diabetes
- Blood Pressure
- Geriatrics
- Integrative
- Sports Medicine
- Mental Health
- Obesity Medicine
- Wellness
- Skin Care
- LGBTQ
- Concierge

15+ languages

- English
- Spanish
- Arabic
- Farsi
- French
- Hebrew
- Hindi
- Korean
- Mandarin
- Russian
- Tagalog
- Portuguese
# Convenient Locations

<table>
<thead>
<tr>
<th>Carlsbad</th>
<th>Carmel Mountain Ranch</th>
<th>Chula Vista</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clairemont</td>
<td>Del Mar</td>
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<tr>
<td>Downtown San Diego</td>
<td>Encinitas</td>
<td>Hillcrest</td>
</tr>
<tr>
<td>Kensington</td>
<td>La Jolla</td>
<td>La Mesa</td>
</tr>
<tr>
<td>Mira Mesa</td>
<td>North Park</td>
<td>Vista</td>
</tr>
</tbody>
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[Map Link]ucsdhn.org/brokers
Patient Technology

We develop our own patient technology, which includes easy online scheduling and video visits.
Patient Satisfaction

4.9

• 4.9 star average rating
• 10K+ patient reviews captured in trailing three months
• Includes in-office and video visits
UCSD Partnership

Perlman Clinic participates in all UCSD products, along with UCSD’s Medicare ACO

Together, currently we manage >5,000 lives together, and growing

perlmanclinic++

UC San Diego Health

Primary Care
Mental Health
Wellness

Hospital
Specialty Care
Ancillary Care
Perlman Clinic is on the same instance of Epic EMR as UCSD, meaning we are clinically integrated.

All sharing of medical records and communications are seamless, instead of using other methods (fax).

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Epic

Perlman Clinic + UC San Diego Health

Medical Records
Providers
Staff
Population Health

Medical Records
Providers
Staff
Population Health