

How can I Access Medical Care?



START

Are you a UC Davis student in the Davis area?

YES

Call 530-752-2300 or use Health-e-Messaging (hem.ucdavis.edu) to make a telehealth appointment. The Student Health & Wellness Center is still open!

NO

Are you currently living in California?

NO

Do you have UC SHIP?

YES

Call 530-752-2300 or use Health-e-Messaging (hem.ucdavis.edu) to make a telehealth appointment.

YES

Make a no-cost video appointment with Live Health Online. See UC SHIP on page 2 for more details

NO

Go to Page 2 for info about accessing medical care based on your insurance coverage

Concerned about privacy?

If you are covered under another person's health plan in California and are concerned about confidentiality, then you can check out myhealthmyinfo.org for assistance with submitting a Confidential Communication Request to your insurance provider.

Accessing Medical Care Based on Your Insurance Provider

Call Your Insurance Provider

If you ever need help, you can call the number on the back of your insurance card to speak with a Customer Service Representative to get answers to any questions you may have.

If you do not have health insurance, go to shcs.ucdavis.edu for a coupon code to use Live Health Online

Aetna

- Phone: 855-772-9076
- Website: www.aetna.com/individuals-families.html

Anthem Blue Cross

- Phone: 844-839-4049
- Website: www.anthem.com

Health Net

- Phone: 888-926-4988
- Website: www.healthnet.com

Kaiser

- Visit their website to find the correct Member Services telephone number based on your area:
healthy.kaiserpermanente.org/health/care/consumer/locate-our-services/member-services/hours-and-phone-numbers/

Medi-Cal

- Contact the county office (where you originally enrolled in Medi-Cal) for questions: www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspxGeneral
- General Telephone: 800-541-5555
- Website: www.dhcs.ca.gov/Pages/myMedi-Cal.aspx

Western Health Advantage (WHA)

- Phone: 888-563-2250
- Website: www.westernhealth.com

UC SHIP

- Email: insurance@shcs.ucdavis.edu
 - Phone: 530-752-6055
- Live Health Online partners with UC SHIP to offer telehealth visits with no out-of-pocket cost.
Get started at www.livehealthonline.com

How can I get mental health support?

UC DAVIS
STUDENT HEALTH AND
COUNSELING SERVICES

**EACH AGGIE
MATTERS**

 @eachaggiematters

 eachaggiematters@ucdavis.edu

*Effective fall 2020



START

Are you a UC Davis student in California?

YES

Call 530-752-0871 or go to [Health-e-Messaging](#) to make a no-cost phone or video appointment with Counseling Services

NO

Are you currently living in the United States?

YES

Do you have UC SHIP?

YES

Make a no-cost video appointment with Live Health Online. See UC SHIP on page 2 for more details

NO

Counseling Services can help you learn about specific mental health resources available based on your location. Call 530-752-0871 or go to [Health e-Messaging](#) to make an appointment with a Mental Health Advocacy Specialist

NO

Go to page 2 for additional resources for mental health support based on your insurance coverage

Insurance Tip

If you are covered under another person's health plan in California and are concerned about confidentiality, then you can check out myhealthmyinfo.org for assistance with submitting a Confidential Communication Request to your insurance provider.

Mental health resources based on your insurance provider



Insurance Tip

An easy way to find out about the mental health resources available through your insurance is to call the customer service or mental health phone number on your insurance ID card. By doing this, you can get help related to your specific plan.

If you are unable to use your insurance for mental health support, go to shcs.ucdavis.edu for a coupon code to use Live Health Online”

Aetna

- Contact Aetna at 855-722-9076 or learn more by visiting www.aetna.com/individuals-families/mental-emotional-health.html

Anthem Blue Cross

- To learn about mental health coverage available through Anthem Blue Cross or to find contact information based on your location visit www.anthem.com/provider/behavioral-health/

Health Net

- Contact Health Net at 888-926-4988 or learn more by visiting www.healthnet.com/portal/member/content/iwc/mysites/access/behavioral_health.action

Kaiser

- To learn about mental health coverage available at Kaiser or to find contact information based on your location visit healthy.kaiserpermanente.org/health-wellness/mental-health

Medi-Cal

- Contact the county office (where you originally enrolled in Medi-Cal) for questions about your Medi-Cal coverage and available mental health resources. You can also try contacting Medi-Cal directly at 800-541-5555 or learn more by visiting www.dhcs.ca.gov/pages/myMedi-Cal.aspx

Western Health Advantage (WHA)

- Contact WHA at 888-563-2250
- Magellan partners with WHA to offer virtual mental health support. For more information, go to www.westernhealth.com/health-and-wellness/secure/mental-health/

UC SHIP

- For questions about UC SHIP, contact UC Davis Insurance Services at insurance@shcs.ucdavis.edu.
- Live Health Online partners with UC SHIP to offer virtual mental health support with no out-of-pocket cost (effective fall 2020). You can visit www.livehealthonline.org to get started