



UnitedHealthcare SignatureValue™

# Flex

A new HMO option that gives members more information and flexibility on how they spend their health care dollars.



We are dedicated to providing our members with access to quality care, affordable prices and information that helps them make better decisions about their health care coverage. That's why we are proud to introduce the new UnitedHealthcare SignatureValue™ Flex (HMO) plan. The new Flex HMO plan provides the same level of coverage as the traditional UnitedHealthcare HMO plans. The difference is in the distinct network choices. Based on an evaluation of cost and quality metrics, the Flex plan stratifies providers into distinct networks.

## Distinct Networks

With the new UnitedHealthcare SignatureValue Flex plan, medical groups have been placed in one of three distinct HMO networks, Network 1, Network 2 and, in some areas, Network 3, based on how the medical group met specific health care costs and quality ratings. The quality ratings applied are those established annually by the California Office of the Patient Advocate (see details at [www.opa.ca.gov](http://www.opa.ca.gov)). Members have the option to help manage their own health care costs by selecting a plan and provider network based on cost/quality criteria that match their selections with their specific health needs and preferences.

The Flex plan will offer employers favorable premium and benefit design options, and provide members with distinct provider access and more flexibility in how they spend their health care dollars.

## What are the benefits?

The following sample Flex benefit packages provide a brief summary of covered services and show how the specific benefit plans can differ when combined with the Flex plan choices. UnitedHealthcare has designed preset Flex benefit packages to meet varied customer needs and objectives, which will allow a customer to realize the full value of the Flex product. In some markets, Flex allows a customer the option of selecting preferred medical plans from UnitedHealthcare's standard HMO plan portfolio for use with the Flex network choices. Guidelines will apply when combining different benefit plans across the network choices.

	Sample Benefit Package A			Sample Benefit Package B		
	Flex Network			Flex Network		
	1	2	3	1	2	3
Member Premium Contribution (Monthly)	\$50	\$80	\$120	\$50	\$70	\$100
Primary Care Physician Office Visit	\$20	\$20	\$20	\$20	\$35	\$45
Specialist Office Visit	\$30	\$30	\$30	\$30	\$55	\$65
Inpatient Hospital Copayment	\$150 per day	\$150 per day	\$150 per day	\$150 per day	\$250 per day	\$750 per day
Emergency Room Copayment (Copayment waived, if admitted)	\$150	\$150	\$150	\$150	\$200	\$200
Out-Of-Pocket Max, Individual	\$1,500	\$1,500	\$1,500	\$1,500	\$4,500	\$4,500
Out-Of-Pocket Max, Family	\$3,000	\$3,000	\$3,000	\$3,000	\$9,000	\$9,000
	Note: Member contribution increases as you move from Network 1 to Networks 2 and 3. Benefit levels remain the same across all three networks.			Note: Member contribution increases as you move from Network 1 to Networks 2 and 3. Benefit levels change as you move from Network 1 to Networks 2 and 3.		

## How does the plan work?

- ▶ The plan provides members with the option of choosing a Primary Care Physician (PCP) from one of the distinct networks of participating providers, which is then tied to a specific HMO plan design.
- ▶ Employees are required to select the Flex network (Network 1, Network 2, or Network 3) and remain in that network for the plan year. However, each plan member can select his or her own PCP within the selected network.
- ▶ During the plan year, members can change their PCP selection within their selected Flex network by following our current guidelines for PCP changes.

To select a PCP, please see the UnitedHealthcare SignatureValue Flex Provider Directory that lists the contracted PCPs by each specific network tier or visit [www.uhcwest.com](http://www.uhcwest.com).

The sample packages displayed above are for illustration purposes only. Members should refer to their Flex plan *Schedule of Benefits* for a complete listing of actual benefits and copayments offered by their employer.



## Integrated pharmacy solutions

Our outpatient prescription drug benefits are offered with the UnitedHealthcare SignatureValue Flex plan. Prescription drug benefits are based on clinical quality and improving patient outcomes while promoting the most appropriate use of medications.

Members can receive personalized communications to help them make more informed decisions, and for additional saving opportunities, outpatient prescription drugs can be obtained through a mail-order program or by accessing one of the many retail pharmacy locations throughout California.

## Health and wellness support

The UnitedHealthcare SignatureValue Flex plan is designed to provide the care our members need, and provide value-added programs and services at no additional cost to help them manage their health and lead a healthier life. A variety of informational tools and resources are built into every plan.

### Wellness programs

- ▶ Online health assessment helps members understand their lifestyle and health risks while recommending preventive steps and lifestyle changes.
- ▶ Online health coaching programs motivate and guide individuals to make lifestyle choices that may result in improved health and well-being.
- ▶ Reminder mailings recommend preventive care and screenings.
- ▶ Healthy pregnancy program supports expectant mothers through all stages of pregnancy.

### Care management and decision support

- ▶ The NurseLine<sup>SM</sup> or Care24<sup>®</sup> program offers toll-free 24-hour access to registered nurses who can assist with health-related concerns.
- ▶ Care management services mobilize appropriate care resources for members by identifying gaps.

### Chronic and complex condition management

- ▶ Case management nurses reach out to members with asthma, coronary artery disease and diabetes (among other diseases).
- ▶ Complex condition management provides access to leading health care facilities and services to support safe, cost-effective care for transplants, congenital heart disease, kidney and neonatal services.

# UnitedHealthcare SignatureValue Flex Networks

The Flex product stratifies and bundles UnitedHealthcare’s full network of providers into distinct subnetworks (Flex Network 1, Network 2, and some areas, Network 3) based on evaluation of cost and quality metrics. The Flex Network 1 is the preferred network of choice, as it maintains quality standards while offering the most cost-effective premiums. While Flex Networks 2 and 3 also include recognized quality providers, the higher associated premiums will allow members to make informed spending decisions based on their specific health care needs.

Network 1			
Group Name	Group #	Group Name	Group #
<b>KERN COUNTY</b>		Lakeside Medical Group/Central/North Valley	024671
Bakersfield Family Medical Center	004209	Lakeside Medical Group/Central/Santa Clarita	024677
Heritage Physician Network	007665	Lakeside Medical Group/Central/Verdugo Hills	024681
Independence Medical Group	021353	Lakeside Medical Group/East/Glendora	024674
<b>LOS ANGELES COUNTY</b>		Lakeside Medical Group/East/San Gabriel Valley	024686
Allied Physicians of California	012244	Lakeside Medical Group/East/West Covina	024675
AppleCare Medical Group Select Region	025327	Lakeside Medical Group/West/Tarzana	024684
AppleCare Medical Group Whittier Region	021736	Lakeside Medical Group/West/West Hills/Canoga Park	024683
Family Care Specialists IPA A Medical Group	020004	Lakewood IPA Inc	005225
HealthCare Partners IPA/Arcadia	017028	Magan Medical Clinic/HealthCare Partners Affiliated Provider Network	005377
HealthCare Partners IPA/Bixby Knolls	022375	Physicians Associates IPA/HealthCare Partners/Citrus	023331
HealthCare Partners IPA/East Los Angeles	020652	Physicians Associates IPA/HealthCare Partners/Glendale	023330
HealthCare Partners IPA/East West	021501	Physicians Associates IPA/HealthCare Partners/Huntington	023311
HealthCare Partners IPA/Glendale	009328	Physicians Associates IPA/HealthCare Partners/Methodist	023333
HealthCare Partners IPA/Little Company of Mary	023693	Physicians Associates IPA/HealthCare Partners/San Dimas	023334
HealthCare Partners IPA/Long Beach	017114	Physicians Associates IPA/HealthCare Partners/San Gabriel	023332
HealthCare Partners IPA/Los Angeles County	006159	Pioneer Provider Network A Medical Group Inc	015848
HealthCare Partners IPA/Northridge Medical Group	024932	Regal Medical Group/Burbank/Glendale	017556
HealthCare Partners IPA/Pasadena	016894	Regal Medical Group/Caduceus	019793
HealthCare Partners IPA/San Fernando Valley	016348	Regal Medical Group/Central Valley Region	012410
HealthCare Partners IPA/San Fernando Valley West	016350	Regal Medical Group/Downey	017547
HealthCare Partners IPA/San Gabriel Valley	006157	Regal Medical Group/Downtown Los Angeles Region	014163
HealthCare Partners IPA/South Bay	005263	Regal Medical Group/East San Gabriel	017555
HealthCare Partners Medical Group	019312	Regal Medical Group/Glendale Physicians Alliance	023187
HealthCare Partners Medical Group/Long Beach	010422	Regal Medical Group/Greater Covina	017778
Healthcare Partners Medical Group/Pasadena Main	001018	Regal Medical Group/Long Beach	017552
HealthCare Partners Medical Group/San Fernando Holy Cross	016351	Regal Medical Group/San Gabriel Region	014888
HealthCare Partners Medical Group/South Bay	001027	Regal Medical Group/St. Francis	017551
HealthCare Partners Medical Group/Talbert Medical Group/Cerritos	025362	Regal Medical Group/West Valley	017554
HealthCare Partners Medical Group/Talbert Medical Group Los Angeles County	025414	Regal Medical Group/Whittier	017550
HealthCare Partners Medical Group/Valencia	021836	Sierra IPA	023025
HealthCare Partners Medical Group/San Fernando Valley	016352	Sierra Medical Group Clinic	023023
High Desert Medical Group	003804	St. Vincent Medical Group IPA	014697
Lakeside Medical Group/Central/Burbank/North Hollywood	024664	Torrance Hospital IPA	021210
Lakeside Medical Group/Central/Central Valley	024670		
Lakeside Medical Group/Central/Glendale	024662		

## Network 1 (continued)

Group Name	Group #	Group Name	Group #
<b>ORANGE COUNTY</b>		<b>SAN BERNARDINO COUNTY</b>	
ADOC/Fountain Valley Division	025400	Beaver Medical Group	001003
ADOC/Los Alamitos Division	025401	Heritage Victor Valley Medical Group	013471
American Vietnamese (AMVI)	012130	High Desert Primary Care/Premier	019991
Family Choice Medical Group Inc	019394	High Desert Primary Care/Victorville	014659
Gateway Medical Group in Association with Anaheim Memorial	014548	Lakeside Medical Group/East Pomona	024679
Genesis Healthcare	014904	Redlands-Yucaipa Medical Group Inc	018310
HealthCare Partners Medical Group/Talbert Medical Group/Orange County	025355	Regal Medical Group APSI	020670
Memorial Healthcare IPA/Orange Coast	014010	Regal Medical Group Chino Valley	017553
Monarch/Saddleback Memorial Hospital	004789	Regal Medical Group San Bernardino	020668
Monarch/South Coast	002278	<b>SAN DIEGO COUNTY</b>	
Noble AMA IPA	016335	Arch Health Partners	025063
Northwest Orange County Medical Group/Anaheim Division	011567	Cassidy Medical Group/PCAMG	014748
Prospect Medical Group/Central	011276	Children's Physician Medical Group	014411
Prospect Medical Group/Huntington Beach	017597	Encompass Medical Group Inc	016390
Prospect Medical Group/North	003948	Greater Tri-Cities IPA Medical Group Inc	014889
Regal Medical Group/East Orange County	020669	Mercy Physicians Medical Group	004602
Regal Medical Group/North Orange County	018831	Midcounty Physicians Medical Group	024783
Regal Medical Group/Pacific	020711	Primary Care Associates Medical Group	006039
Regal Medical Group/West Orange County	019756	Primary Care Associates Medical Group/Encinitas	016223
<b>RIVERSIDE COUNTY</b>		SCMG/Graybill N Coastal	025448
Desert Oasis Healthcare	021796	Sharp Community/Graybill	015882
Primecare of Corona	005232	Sharp Community/Inland North	014174
Primecare of Hemet Valley	009023	Sharp Rees-Stealy Medical Group Inc	001035
Primecare of Moreno Valley	003111	<b>VENTURA COUNTY</b>	
Primecare of Riverside	008331	Facey Medical Foundation/Simi Valley	025614
Primecare of Sun City	004140	Lakeside Medical Group/West/Agoura Hills	024672
Primecare of Temecula	006657	Lakeside Medical Group/West/Simi Valley	024682
Regal Medical Group/Rancho Family	018205	Lakeside Medical Group/West/Thousand Oaks	024678
Regal Medical Group/Riverside	021553	Regal Medical Group/Ventura County	021557
Regal Medical Group/Temecula	020950	Regal Medical Group/West Ventura County	022251
Riverside Medical Clinic Inc	014897	Valley Care IPA	021331
Valley Physicians Network	026405	Valley Care Select IPA/West County	025530

## Network 2

Group Name	Group #	Group Name	Group #
<b>KERN COUNTY</b>		<b>KERN COUNTY</b>	
Golden Empire Managed Care II A Medical Group Inc	025190	HealthCare Partners IPA/Arcadia	017028
Heritage Physician Network	007665	HealthCare Partners IPA/Arcadia Health City	018697
<b>LOS ANGELES COUNTY</b>		HealthCare Partners IPA/Beverly	006672
AppleCare Medical Group/Downey Region	015967	HealthCare Partners IPA/Bixby Knolls	022375
AppleCare Medical Group/St. Francis	014692	HealthCare Partners IPA/East Los Angeles	020652

## Network 2 (continued)

Group Name	Group #	Group Name	Group #
<b>LOS ANGELES COUNTY (continued)</b>			
HealthCare Partners IPA/East West	021501	Monarch/Anaheim Memorial Medical Center	016734
HealthCare Partners IPA/Glendale	009328	Monarch/Orange Coast	013782
HealthCare Partners IPA/Little Company of Mary	023693	Northwest Orange County Medical Group/Anaheim Division	011567
HealthCare Partners IPA/Long Beach	017114	Prospect Medical Group/Central	011276
HealthCare Partners IPA/Los Angeles County	006159	Prospect Medical Group/Huntington Beach	017597
HealthCare Partners IPA/Northridge Medical Group	024932	Prospect Medical Group/North	003948
HealthCare Partners IPA/Pasadena	016894	<b>RIVERSIDE COUNTY</b>	
HealthCare Partners IPA/San Fernando Valley	016348	Desert Oasis Healthcare	021796
HealthCare Partners IPA/San Fernando Valley West	016350	Empire Physicians Medical Group Inc	018657
HealthCare Partners IPA/San Gabriel Valley	006157	Family Seniors Medical Group	014899
HealthCare Partners IPA/South Bay	005263	Hemet Community Medical Group	014586
HealthCare Partners Medical Group	019312	Meadowview IPA Medical Group	023622
HealthCare Partners Medical Group/Long Beach	010422	Menifee Valley Community Medical Group	015031
Healthcare Partners Medical Group/Pasadena Main	001018	Primecare of Temecula	006657
HealthCare Partners Medical Group/San Fernando Holy Cross	016351	Prime Partners Medical Group	019004
HealthCare Partners Medical Group/San Fernando Valley	016352	Prospect Medical Group/Corona	017807
HealthCare Partners Medical Group/South Bay	001027	Riverside Physician Network	005171
HealthCare Partners Medical Group/Talbert Medical Group/Cerritos	025362	Temecula Valley Physicians Medical Group	021941
HealthCare Partners Medical Group/Talbert Medical Group/Los Angeles County	025414	<b>SAN BERNARDINO COUNTY</b>	
HealthCare Partners Medical Group/Valencia	021836	Choice Medical Group	004800
High Desert Medical Group	003804	Choice Medical Group/Barstow	021837
Magan Medical Clinic/HealthCare Partners Affiliated Provider Network	005377	Family Practice Medical Group of San Bernardino	001011
Omnicare Medical Group	014498	Heritage Victor Valley Medical Group	013471
Pacific Independent Physician Associates	005274	My Family Medical Group	002517
Physicians Associates IPA/HealthCare Partners/Citrus	023331	Primecare Citrus Valley	021243
Physicians Associates IPA/HealthCare Partners/Glendale	023330	Primecare Medical Group of San Bernardino	019383
Physicians Associates IPA/HealthCare Partners/Huntington	023311	Primecare of Inland Valley	006045
Physicians Associates IPA/HealthCare Partners/Methodist	023333	Primecare of Redlands	001026
Physicians Associates IPA/HealthCare Partners/San Dimas	023334	<b>SAN DIEGO COUNTY</b>	
Physicians Associates IPA/HealthCare Partners/San Gabriel	023332	Arch Health Partners	025063
Prospect Professional Care IPA Medical Group	014722	Children's Physician Medical Group	014411
Sierra IPA	023025	San Diego Physicians Medical Group/Central	012104
Sierra Medical Group Clinic	023023	San Diego Physicians Medical Group/Chula Vista	004773
<b>ORANGE COUNTY</b>		San Diego Physicians Medical Group/East County	008054
Edinger Medical Group	004390	San Diego Physicians Medical Group/North Coastal	005375
Greater Newport Physicians at Hoag Hospital	004072	Sharp Community Medical Group	004395
MemorialCare Medical Group	025679	Sharp Community Medical Group/Chula Vista	006129
Memorial Healthcare/Anaheim	014414	Sharp Community Medical Group/Grossmont	006130
		<b>VENTURA COUNTY</b>	
		SeaView IPA	005141

## Network 3

Group Name	Group #	Group Name	Group #
<b>LOS ANGELES COUNTY</b>		<b>ORANGE COUNTY</b>	
Access Medical Group Inc	010246	Edinger Medical Group	004390
Alamitos IPA	010217	Greater Newport Physicians at Hoag Hospital	004072
Axminster Medical Group Inc	012143	Mission Heritage Medical Group	025036
Bright Health Physicians of PIH Group	023247	Mission Hospital Affiliated Physicians	018352
Bright Health Physicians of PIH IPA	005679	Monarch/Mission	018634
Cedars-Sinai Health Associates	012532	Monarch/Orange County	014905
Cedars-Sinai Medical Group	006952	Monarch/San Clemente	013944
Exceptional Care Medical Group	017465	Prospect Medical Group/Central	011276
Exceptional Care Medical Group/Mubuhay	021250	Prospect Medical Group/North	003948
Facey Medical Foundation	001010	St. Joseph Heritage Medical Group	018346
Facey Medical Foundation/Santa Clarita	015870	St. Joseph Hospital Affiliated Physicians	018347
Facey Medical Group/San Gabriel	004928	St. Jude Affiliated Physicians	018344
Good Samaritan Medical Practice Associates	005273	St. Jude Heritage Medical Group	018342
High Desert Medical Group	003804	<b>SAN BERNARDINO COUNTY</b>	
Hispanic Physician IPA/Clinica Medica General	004836	Choice Medical Group Barstow	021837
Korean American Medical Group	019863	Desert Oasis Healthcare	021796
La Salle Medical Associates	013734	Heritage Victor Valley Medical Group	013471
Memorial Healthcare IPA/Long Beach	013676	Inland Health Care Group	012132
Northwest Orange City Medical Group	008631	Loma Linda University Health Care	004470
Nuestra Familia Medical Group Inc	011315	Pinnacle Medical Group	013670
Physicians Healthways	019677	Primecare Medical Group of Chino Valley	004661
Premier Physicians Network	005169	Promed Health Network of Pomona Valley	003447
Premier Physicians Network/San Fernando Valley	020614	San Bernardino Medical Group	019198
Prospect Health Source Medical Group	016209	United Family Care of Fontana	014782
Prospect Medical Group/Van Nuys	017615	United Family Care of Rialto	014780
Prospect Professional Care IPA/Montebello	017270	United Family Care of San Bernardino	014783
Prudent Medical Group	022732	Upland Medical Group	017771
Seoul Medical Group Inc	019881	<b>SAN DIEGO COUNTY</b>	
Serra Community Medical Clinic Inc	022379	Arch Health Partners	025063
Sierra IPA	023025	Childrens Physicians Medical Group	014411
Sierra Medical Group Clinic	023023	Imperial County Physicians Medical Group	004164
St Mary IPA	018753	Multicultural Primary Care Medical Group Inc	007932
UCLA Medical Group/Santa Monica Bay Physicians	025465	Scripps Clinic	003682
UCLA Medical Group IPA	016998	Scripps Coastal Medical Center	023659
		Sharp Community Medical Group/Coronado	014128
		UCSD Medical Group	004589



To select a PCP, please see the UnitedHealthcare SignatureValue Flex Provider Directory that lists the contracted PCPs by network tier or visit [www.uhcwest.com](http://www.uhcwest.com).



**For more information, contact your  
UnitedHealthcare representative.**

