

UnitedAg Member Services: Please contact our bilingual Member Services team for all eligibility, benefits, claims status, prior authorization and any other health benefits questions and concerns you may have.

Toll-Free: 800.223.4590 | **Text Message:** 949.594.0788 | **Email:** memberservices@unitedag.org

UnitedAg Member Health Portal (health plan information): unitedag.org/healthportal

CALIFORNIA - MEDICAL PPO NETWORK



Your California Medical PPO Provider Network

Find a Network Doctor: unitedag.org/bsc
For Prior Authorization: 800.541.6652

OUTSIDE OF CA - MEDICAL PPO NETWORK



Your PPO Provider Network Outside of California

Find a Network Doctor: provider.bcbs.com
For Prior Authorization: 800.541.6652

Enter the code **UBT** in the "Find your plan by prefix" window.

PHARMACY NETWORK



Customer Care:
877.908.6024

Find a Pharmacy/FAQs:
unitedag.org/chs

Specialty Services:
866.443.0060

Effective January 1, 2024, members can access Tier 1 generic drugs for \$0 copay at retail Costco Pharmacies. Specialty generics are not included. This benefit does not apply at Costco Mail Order or Costco Specialty pharmacies. HSA plan members will pay \$9 per 30-day supply. A \$0 generic prescription fee will apply to HSA plan members after the annual deductible is met.

MEXICO BORDER - MEDICAL NETWORK



SAIN is a panel of 150 doctors of all medical areas including Family medicine, specialists and dental

services. They provide cost-effective medical services to UnitedAg Members in select cities: Tijuana, Mexicali, Los Algodones, and San Luis Rio Colorado.

For pre-authorization or to take advantage of the Mexico Travel Benefit, contact SAIN at 011.52.653.536.7800 ext. 1. *SAIN benefits are now available for HSA plan participants. Copay subject to your plan benefits.*

UNITEDAG HEALTH & WELLNESS CLINICS - SERVICES PROVIDED BY ELITE CORPORATE WELLNESS



Open to all UnitedAg members' covered employees and dependents, UnitedAg's Health & Wellness Clinics provide a full range of services focused on the unique needs of the agricultural community - **all without charging service co-pays or deductibles* for most plans.**

Teleconsult & Virtual Primary Care Services

This innovative solution connects members with a bilingual healthcare professional to assist with non-emergency related conditions—all from the comfort of your own home.

Virtual Care visit hours: Monday - Friday from 8:00 am - 5:00 pm.
Service hours are subject to change.

The Virtual Primary Care service is available to all California UnitedAg Members regardless of whether or not they reside near a Health & Wellness Clinic.

LOCATIONS:

- Chico
- Santa Maria
- Colusa
- Turlock
- Salinas
- Visalia

For more information or to schedule an in-person or telephone appointment call **877.877.7981**, visit ua.clinic or scan the QR code.



We recommend teleconsults & virtual care for common conditions, such as:

- Acid reflux
- Allergies
- Cough
- Cold & Flu
- Constipation
- Croup
- Diarrhea
- Fever
- Headache
- Insomnia
- Migraine
- Nausea
- Pink Eye
- Sinusitis
- Sore throat
- Stomachache
- Urinary tract infections
- Vomiting

Note: A \$40 fee will apply to any in-person office visits and a \$25 fee will apply for teleconsults and virtual visits for HSA plan members. Once annual deductible is met, a \$0 office visit fee will apply to HSA plan members.

AGILE OCCUPATIONAL MEDICINE CLINICS



Agile Occupational Medicine a company dedicated to improving the health and well-being of members, offers an array of services at \$0 co-pay for office visits (for most plans)*. For more information or to schedule an appointment visit agileoccmed.com or call 833.373.3430.

LOCATIONS:

- Freedom
- Hollister
- King City
- Los Banos
- Salinas-Blanco
- Salinas-Rossi
- Soledad
- Watsonville
- Yuma, AZ

*** A \$90 fee will apply to members with an HSA health plan who have NOT met their annual deductible. Once the plan deductible is met, a zero copay will apply for future office visits.**

TELEHEALTH



Teladoc gives you access to a national network of U.S. doctors by phone or video who are available 24/7/365 to treat many of your medical issues. When you need care now, or considering ER or urgent care for non-emergency issues or when you're away from home. These services are available at Zero copay.*

Teladoc doctors can treat many medical conditions:

- Cold & Flu
- Allergies
- Respiratory Infection
- UTI
- Ear infection
- Dermatology
- Back & Neck
- Tobacco Cessation
- Nutrition

Visit teladoc.com/unitedag or call 800.835.2362.

***A \$55 consult fee applies for HSA plan members. Please note, fees apply for additional Teladoc health services. A \$0 fee will apply to HSA plan members after the annual deductible is met.**



MyStrength, by Teladoc Health, is a flexible and comprehensive digital program* for emotional health to help with life's evolving challenges. With myStrength, you get personalized support to build a healthier mind for a stronger you.

How to Enroll:

You can enroll online or by phone. Use the access code "UnitedAg."

- **Online:** Visit myStrength.com/join and answer a few questions about yourself and your health to register. Then, download the myStrength app to get started.
- **Phone:** Call Member Support at 800.945.4355.

***Note: HSA fees apply for additional services. Digital care app is available at zero fees for all plans including HSA plans. For HSA plans, virtual care visits are available at zero fees after deductible has been met.**

DIABETES MANAGEMENT*



Livongo, by Teladoc Health, provides diabetes management in a simplified way through an advanced blood glucose meter and supply of strips and lancets as you need, all at zero cost to you through your UnitedAg health plan*.

Get started:

- **Online:** Visit Join.Livongo.com/UNITEDAG/register
- **Phone:** Call Member Support at 800.945.4355. Use registration code: UNITEDAG

***To qualify for this program, you must be diagnosed as diabetic or prediabetic by a licensed health provider. Diabetes management services are not available to HSA plan members.**

MENTAL HEALTH



Spring Health offers fast access to guidance and resources and convenient appointment options to help you reduce stress and anxiety, and to improve sleep and relationships, so you can start feeling better quickly. Spring Health can support your mental health with easy access to Therapy, Family Care, Dedicated Guidance, Wellness Exercises, Personalized Care and Diverse Providers.

***UABT participants can access ten (10) visits annually at zero cost share. After the first ten (10) visits, standard deductibles, copay, and/or coinsurance will apply. Please note, medical necessity applies to ALL visits. *10 visits at zero cost share does not apply to HSA plan participants.**



The newly launched **Specialty Care** program is designed to provide personalized mental health support tailored to your needs. It can help you address a range of challenges, including unsettling dreams or nightmares, substance use issues, anxiety accompanied by physical symptoms, disordered eating habits, and persistent sadness that disrupts your sleep.

***Specialty Care is available to HSA plan members. However, in accordance to plan guidelines, HSA plan participants must pay the visit fees until the plan deductible has been met. After the deductible is met, applicable plan cost sharing will apply until the maximum out of pocket cost is met.**

Get Started: unitedag.springhealth.com | 855.629.0554

***Disclaimer: Some exclusions may apply. Contact the UnitedAg Member Services department at 800.223.4590 for more details.**