

Healthier

Communities

Together

UC San Diego Health

Population Health Services Organization

Getting Started

☐ **1. Contact us** at UCSD Managed Care Customer service by phone or e-mail

a. Monday through Friday 8:00am to 5:00pm at (619) 471-9123

b. Email: phsocustomerservice@health.ucsd.edu

*Please note that your Protected Health Information (PHI) should only be shared via a secure network and not by use of e-mail

☐ **2. How to transition your care video:** [Transition Your Care Video | Open Enrollment](#)

☐ a. **Call our Patient Navigators at 800-926-8273.** We'll help you to register with UC San Diego Health, choose your new doctor, and schedule any appointments. You can also [make an appointment online instead](#).

☐ b. **Sign up for [MyUCSDChart](#).** MyUCSDChart securely houses your electronic medical record online, making it portable and accessible from anywhere you go.

☐ c. **Transfer your medical records and prescriptions to UC San Diego Health.** It's easy. Call **800-926-8273** and we'll help you complete the process.

☐ **3. Primary Care map and list of locations**

a. [Primary Care Locations | UC San Diego Health](#)

b. [UC San Diego Health Hospitals, Emergency Departments, Clinics, Labs, Urgent Care and Express Care](#)

☐ **4. Make an appointment**

a. Use the link below to see all the ways we can help you make an appointment. It even has links to show you the following:

- See a list of all UC San Diego Health specialties.
- Find a Provider: Search by name, specialty, location or keyword to find the right provider for you.
- Find maps, directions and addresses for our hospitals and clinics.
- MyUCSDChart: Schedule appointments or contact your provider with our secure, online health management tool.

b. [Make an Appointment and Same-Day Care: UC San Diego Health](#)

☐ **5. Express Care**

- a. Express Care is a walk-in option for children and adults. It's ideal for common health care needs, including sore throats, ear infections and minor injuries. Wellness visits are also available. Care is provided by board-certified nurse practitioners and physician assistants. Use the Link below to Save Your Spot or schedule a video visit!
- b. [Express Care | UC San Diego Health](#)

☐ **6. Urgent Care**

- a. Urgent Care is a walk-in treatment option staffed by UC San Diego Health physicians. It is intended for conditions that are not life- or limb-threatening, but still require prompt care within 24 hours. We also offer contracted urgent care with affiliated providers (currently 23 locations) for minor health issues. For life-threatening injuries or severe illnesses, please call 911 or go to an Emergency Department. Use the Link below to see all available locations!
- b. [Urgent Care Locations | UC San Diego Health](#)

7. Health Plan Resources

- [Aetna Member Services](#)
- [Anthem Member Services](#)
- [Blue Shield Medicare](#)
- [Blue Shield of California](#)
- [Cigna Member Services and Resources](#)
- [Health Net Member Services](#)
- [Humana Member Services](#)
- [United Healthcare Member Services](#)