UC San Diego Health

Welcome to UC San Diego Health
2025 Patient Guide

In this guide, you'll find need-to-know information for 2025. For specific information about your health plan, please reach out to your health insurance provider directly.

For over 50 years, UC San Diego Health has delivered world-class medicine — from primary care to the most advanced surgeries. As part of the region's only academic health system, our physicians are leaders in medical research, dedicated to developing new treatments and training the next generation of medical providers.

We're again ranked the #1 hospital system in San Diego for 2024-25 by *U.S. News & World Report.* And we're among only 20 nationwide to make the Best Hospitals Honor Roll for outstanding patient care. We also rank among the nation's best in 11 medical and surgical specialties.

Our network includes providers close to where you live and work. We also have Express Care and Urgent Care when you need to be seen right away. Our complementary programs, including digital health tools, make accessing high-quality care at home easier than ever.

Quick Reference Contacts List

Topic	Phone Number, Website, Email*	Phone Line Hours
Billing Support	Ph: **855-827-3633** Web: **Billing FAQs** Email: **askus@ucsd.edu**	M-F, 9 a.m.–6 p.m
COVID-19 Information	Ph: **800-926-8273** Web: **COVID-19**	M-F, 8 a.m.–5 p.m.
Interpreter and Language Services	Ph: **800-926-8273** using **TTY 711** or Ph: **800-735-2922** Web: **How to Use Interpreter & Language Services**	M-F, 8 a.m.–5 p.m.
Insurance Support: Referrals, Authorizations, and General Questions	Ph: **619-471-9123** Email: **phsocustomerservice@health.ucsd.edu**	M-F, 8 a.m.–5 p.m.
MyUCSDChart Support	Ph: **619-543-5220** Web: **MyUCSDChart FAQs**	M-F, 8 a.m.–5 p.m.
Complementary Programs, Digital Health and Other Tools	Ask your primary care provider at your next appointment for a referral to Population Health.	—
Transfer Care, Prescriptions + Medical Records	Ph: **800-926-8273** Web: **Tips for Switching Care to UC San Diego Health**	M-F, 8 a.m.–5 p.m.
Your Feedback is Important	Ph: **619-543-5678** Web: **Contact Us** Email: **welisten@health.ucsd.edu**	M-F, 8 a.m.–5 p.m.

As of January 1, 2025 – Subject to Change
***Note:** We will respond to emails within two (weekday) business days*

UC San Diego Health Patients

As a patient of UC San Diego Health's network, you have access to world-class primary care, specialty care and our team of dedicated providers and services, plus other features, including:

Online scheduling* for primary care so you can easily find a doctor at a convenient location near you

Urgent and Express care offers same-day or next-day visits in person or virtually for times when you or a family member can't wait to see a primary care provider

A variety of individual and family **health services**, from basic preventive care for adults and children to home care support for seniors and those with severe illness

Pediatric specialty services, which are in-network, at **Rady Children's Hospital San Diego**

Access to your care teams and other related health care resources through our **MyUCSDChart** online portal

Health events, classes and support groups. **Learn more**

*Online scheduling may not be available for all providers.

FAQs to Help You Navigate UC San Diego Health

How do I transfer my care and medical records?

- Visit **Tips for Switching Your Care**

- If you need one-on-one support or have questions, we're here for you. Call us at **800-926-8273**, Monday through Friday, 8 a.m. to 5 p.m.

How do I find a primary care or same-day care location near me?

- Click this **link** or scan the QR code to see a map of network locations. If you need one-on-one support, please call **800-926-8273**.

What is the MyUCSDChart portal and how do I access it?

- **MyUCSDChart** securely houses your electronic medical record online, making it portable and accessible from anywhere.

- **Sign up and log in to your MyUCSDChart.** Our health portal allows you to schedule select services, pay your bills, see test results, get proof of COVID-19 vaccines, message with care team and more.

What other health care related services does UC San Diego Health provide to support me or my family?

- We offer complementary programs to support your care. These programs range from in-home blood pressure and blood sugar devices if you have Hypertension and/or Type 2 Diabetes, along with pharmacist support and health coaching mobile apps for diet, nutrition, exercise, mild depression and more.

- Please **visit this page** to learn more.

- Population Health is your primary care provider's behind-the-scenes team to support your care. At your first appointment with primary care, ask about Population Health programs available to help you achieve optimal wellness in your day-to-day life. Primary care will send a referral to Population Health, and the team will reach out to you to get you signed up for programs best suited to your health needs and goals.

If you have general questions about your HMO or Medicare Advantage health plan:

- Email us at **phsocustomerservice@health.ucsd.edu**

- Or call us at **619-471-9123**, Monday through Friday, 8 a.m. to 5 p.m.

Are you a PPO patient? Please email us at **hscontracting@health.ucsd.edu** or call us at **858-249-3560**, Monday through Friday, 8 a.m. to 5 p.m. | Emails will be answered within two (weekday) business days

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