



Southern California
IBEW/NECA
Administrative Corporation



Frequently Asked Questions (“FAQ”) UnitedHealthcare SignatureValue Harmony HMO

Q1: Why is this change being made?

A1: The Board of Trustees of the Southern California IBEW-NECA Health Trust Fund (“Health Plan”) adopted UnitedHealthcare’s new SignatureValue Harmony HMO to promote better coordinated care and to give participants an opportunity to experience a higher level of service.

Q2: What is SignatureValue Harmony HMO?

A2: SignatureValue Harmony HMO is UnitedHealthcare’s new provider network in collaboration with UnitedHealthcare’s premier provider medical groups that offer more services on site within their medical groups, including access to Urgent Care facilities.

Q3: How will this affect my benefits?

A3: No changes are being made to your benefits. You will continue to have the same plan benefits, including your pharmacy access/benefits and co-pays.

Q4: How do I know if my current provider is in the SignatureValue Harmony HMO Network?

A4: You will receive correspondence that will advise you if your current provider is in the SignatureValue Harmony HMO Network.

Q5: What will happen to my current UnitedHealthcare plan enrollment?

A5: SignatureValue Harmony HMO Network Provider:
If your current provider is in the SignatureValue Harmony HMO Network, you will be automatically transitioned to the SignatureValue Harmony HMO Plan effective January 1, 2020 and there will be no changes to your current provider selection. You will receive new ID card(s) in the mail.

A5: “Traditional” Flex HMO Network Provider:
If your current provider is not in the SignatureValue Harmony HMO Network you will be given the opportunity to select a provider within the SignatureValue Harmony HMO Plan.

Q6: My current provider is in the SignatureValue Harmony HMO Network, are there any changes to the hospitals and specialists?

A6: You will continue to have access to the same hospitals and specialists through your current provider using the Signature Value Harmony HMO Network. All care will continue to be coordinated by your primary care physician.

Q7: My current provider is not in the SignatureValue Harmony HMO Network, what action do I take?

A7: You will be provided with an Enrollment Form to elect SignatureValue Harmony HMO.

- If you **elect to join** SignatureValue Harmony HMO, then you will choose a new provider from the Harmony HMO Network and be provided with new ID card(s). Please note that once you transition to the SignatureValue Harmony HMO, you may not return to your former UnitedHealthcare Plan, traditional SignatureValue Flex HMO.
- If you **decline** enrollment with SignatureValue Harmony HMO, you will remain enrolled in the current UnitedHealthcare Plan (traditional SignatureValue Flex HMO Plan) at this time, so long as you remain eligible for benefits with the Health Plan.

Q8: I am electing to join the SignatureValue Harmony HMO Plan, how do I change my provider?

A8: You may contact UnitedHealthcare at 1 (800) 624-8822. A list of providers within the UnitedHealthcare's new SignatureValue Harmony HMO Network is available online at www.myuhc.com.