



## Working in harmony for your employees' health.

**UnitedHealthcare SignatureValue® Harmony HMO**  
A personalized, convenient and simplified care experience.





**Right care. Right time. Right place.**



**Connecting patients to the right physicians and resources.**



# Uniting care and coverage. Bringing together doctors and patients. Designed to help lower costs, improve quality, and improve member experience.

UnitedHealthcare and the OptumCare and HealthCare Partners physicians offer access to a plan focused on the physician patient relationship. Designed to be affordable, SignatureValue Harmony integrates quality clinical care with technology, tools and resources to help improve the patient experience—as well as outcomes. It provides access to doctors who guide patients to care and resources that help promote better health outcomes and lower costs.

## The difference: A personalized, convenient and simplified care experience.

With SignatureValue Harmony, members have a streamlined service experience made easier by technology, simple tools and the integration of care and coverage.



### Access to care and information 24/7.

- NurseLine lets members talk to an experienced registered nurse any time.
- Virtual Visits offer online access to physicians who can write prescriptions as needed.



### Concierge service from a dedicated call center helps align care and coverage.

A cross-trained team of advocates offers members one-stop call resolution, responding to inquiries related to care, benefits or coverage. Calls may include:

- Proactive outbound new member welcome calls.
- Benefits and claims inquiries.
- Specialist referrals and support for any necessary plan authorizations.
- Integration with and enrollment support to these programs and teams: Pharmacy, Wellness, NurseLine, Diabetes Prevention, Disease Management, Chronic Care Programs and Centers of Excellence.
- Integrated behavioral health and pharmacy support.



### Tools designed to help support better health.

Members have access to robust online and mobile tools that help encourage health care engagement:

- [myuhc.com](https://myuhc.com)<sup>®</sup> unlocks a wealth of health information and wellness programs and allows members to:
  - View benefit information.
  - Choose a provider.
  - Find convenient after hours care.
  - Activate personalized messages for pharmacy and clinical programs.
  - Join wellness programs designed to help set smart goals and track progress.
  - Access the Health Discount Program, which may save 10 percent–25 percent on health and wellness purchases not included in their standard health benefit plan.
- Our Health4Me<sup>®</sup> app lets members securely manage their care and costs on the go.

# The SignatureValue Harmony network.

SignatureValue Harmony makes it easier for members to get convenient care from a network of respected physicians. They can choose from nearly 6,500 physicians and 133 hospitals<sup>1</sup> in these Southern California counties: Los Angeles, Orange, San Bernardino and Riverside.

## A network based on performance.

SignatureValue Harmony offers a performance network with a more integrated physician-driven care experience, supported by shared data and streamlined processes. Members can choose from a selection of physicians and hospitals within Southern California.

## The physician groups in the SignatureValue Harmony network are HealthCare Partners and OptumCare, which include:



## What does it take to become a provider in this network?

SignatureValue Harmony physician groups follow a best-practice model aimed at producing a consistent patient experience to help improve quality and cost outcomes.

- They focus on delivering highly efficient, evidence-based care.
- They're committed to using and sharing patient data to coordinate care, which helps improve health outcomes and efficiency.
- They've invested in technology systems that make secure, reliable and timely data-sharing possible.



## Members are at the center of the health care experience.



### When enrolling,

members choose a primary care physician (PCP) from the SignatureValue Harmony network.



### The PCP guides them through the health care system

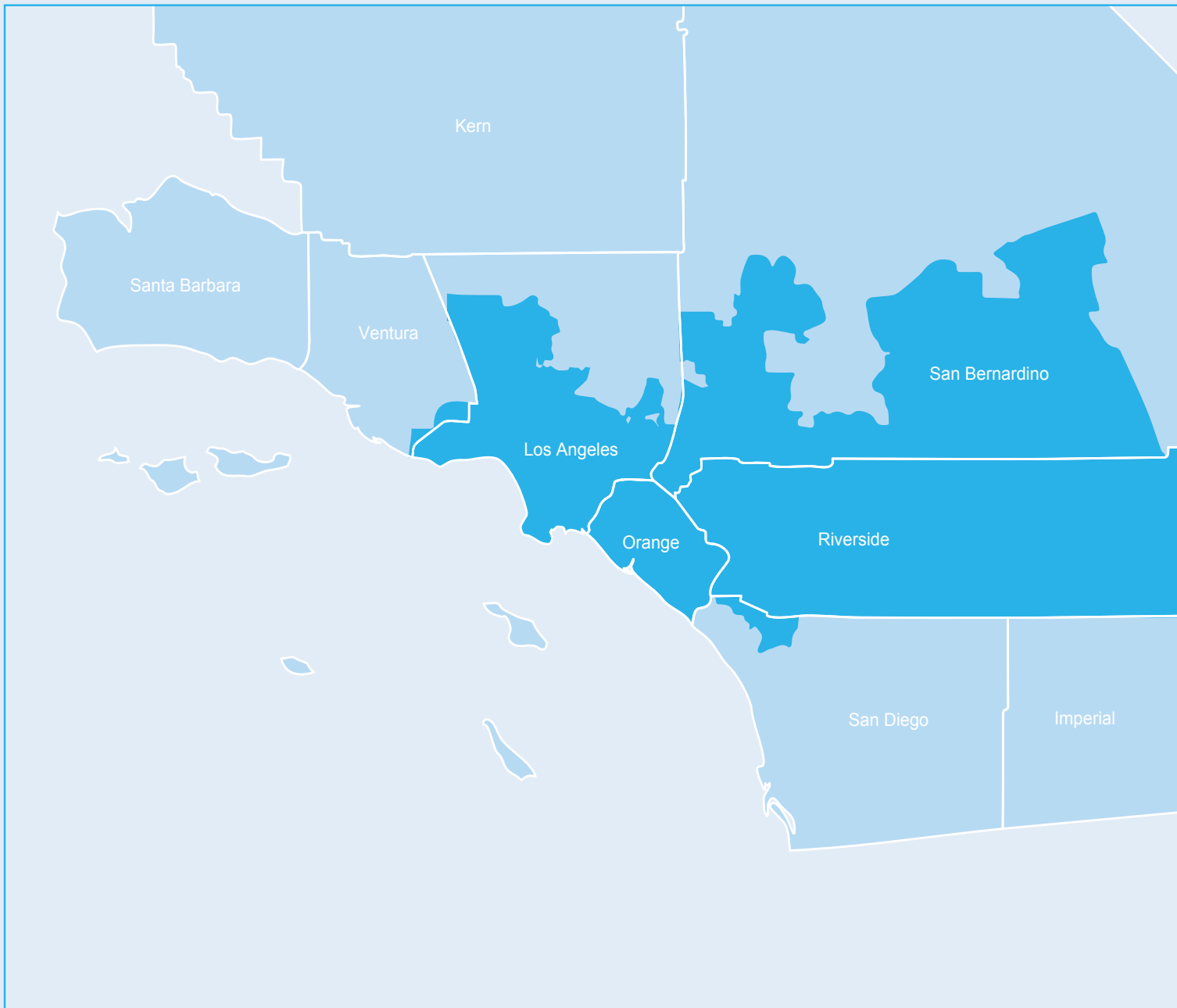
and coordinates additional care.



### Coordinated, proactive care to help patients meet personal health and wellness goals

to advance best practices and help deliver the best care, every step of the way.

# SignatureValue Harmony service area.



# Participating physician groups.

The UnitedHealthcare SignatureValue Harmony plan is a distinct subnetwork of UnitedHealthcare's full HMO network of participating physician groups.

Group Name	DEC #	Group Name	DEC #
<b>LOS ANGELES COUNTY</b>		Physicians Associates IPA/ HealthCare Partners Citrus	028428
AppleCare Medical Group Downey	015967	Physicians Associates IPA/ HealthCare Partners Glendale	028437
AppleCare Medical Group St Francis	014692	Physicians Associates IPA/ HealthCare Partners Huntington	028434
AppleCare Medical Group Whittier	021736	Physicians Associates IPA/ HealthCare Partners Methodist	028451
AppleCare Medical Group Select	025327	Physicians Associates IPA/ HealthCare Partners San Dimas	028419
HealthCare Partners IPA Arcadia	028404	Physicians Associates IPA/ HealthCare Partners Gabriel	028422
HealthCare Partners IPA/Bixby Knolls	028435	<b>ORANGE COUNTY</b>	
HealthCare Partners IPA East Los Angeles	028399	HealthCare Partners IPA South Coast	028461
HealthCare Partners IPA East West	028411	HealthCare Partners Arta	029878
HealthCare Partners IPA Glendale	028401	HealthCare Partners Medical Group Talbert Orange County	028427
HealthCare Partners IPA Little Company of Mary	028436	Monarch HealthCare	021963
HealthCare Partners IPA Long Beach	028454	<b>RIVERSIDE COUNTY</b>	
HealthCare Partners IPA Los Angeles County	028393	Empire Physicians Medical Group Inc	018657
HealthCare Partners IPA Montebello	028388	PrimeCare of Citrus Valley	021243
HealthCare Partners IPA Northridge	028416	PrimeCare of Corona	005232
HealthCare Partners IPA Pasadena	028410	PrimeCare of Hemet Valley	009023
HealthCare Partners IPA San Fernando Valley	028423	PrimeCare of Moreno Valley	003111
HealthCare Partners IPA San Fernando Valley West	028460	PrimeCare of Riverside	008331
HealthCare Partners IPA South Bay	028417	PrimeCare of Sun City	004140
HealthCare Partners Medical Group	028459	PrimeCare of Temecula	006657
HealthCare Partners Medical Group — Talbert Medical Group	028463	Valley Physicians Network	026405
HealthCare Partners Medical Group Long Beach	028455	<b>SAN BERNARDINO COUNTY</b>	
HealthCare Partners Medical Group Pasadena Main	028391	PrimeCare of Chino	004661
HealthCare Partners Medical Group San Fernando Holy Cross	028440	PrimeCare of San Bernardino	019383
HealthCare Partners Medical Group San Fernando Valley	028442	PrimeCare of Inland Valley	006045
HealthCare Partners Medical Group Santa Anita	028764	PrimeCare of Redlands	001026
HealthCare Partners Medical Group South Bay	028403		
HealthCare Partners Medical Group Valencia	028414		
Magan Medical Clinic/HealthCare Partners Affiliated Provider Network	028445		



For more information about locations,  
visit [optumcare.com/locations/california](https://optumcare.com/locations/california).



For more information about SignatureValue  
Harmony HMO, contact your broker or  
UnitedHealthcare representative.



<sup>1</sup> Network counts accurate as of July 2018.

NurseLine is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

Virtual Visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations.

The UnitedHealth Allies<sup>®</sup> Discount Program is administered by HealthAllies, Inc., a discount medical plan organization. The discount program is not a qualified health plan under the Affordable Care Act. UnitedHealth Allies is NOT insurance. UnitedHealth Allies provides discounts at certain health care providers for medical services. UnitedHealth Allies does not make payments directly to the providers of medical services. The program member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization. HealthAllies, Inc. is located at MN103-0550, P.O. Box 1459, Minneapolis, MN 55414, (800) 860-8773, [www.unitedhealthallies.com](http://www.unitedhealthallies.com), [uhacustomer@uhc.com](mailto:uhacustomer@uhc.com). The health discount program is offered to existing members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific discounts and to encourage participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. UnitedHealthcare does not endorse or guarantee health products/services available through the discount program. This program may not be available in all states or for all groups. Components subject to change.

Formal HMO product name: Harmony = UnitedHealthcare SignatureValue<sup>®</sup> Harmony. UnitedHealthcare SignatureValue Harmony is available for employers with 101 or more employees in Los Angeles, Orange, Riverside, and San Bernardino counties and part of Inland Empire.

For a full listing of participating physician groups near you, please refer to the SignatureValue Harmony Provider Directory or visit [myuhc.com](http://myuhc.com).

This is current as of the date of publication. We update our directories periodically, but we cannot guarantee the length of participation of the physicians and other providers in our network. Please verify a doctor's participation status by calling Customer Service at the number on your health plan ID card or by visiting [myuhc.com](http://myuhc.com).

Health plan coverage provided by or through UHC of California. Administrative services provided by United HealthCare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc.

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