

ABOUT THE HEALTH CARE FACILITATOR PROGRAM

The Health Care Facilitator Program (HCF) is here to help you understand and obtain the full benefits and services available from your UC-sponsored medical, dental, and vision plans.

What does the HCF Program do?

The program provides:

- Information to help you understand your UC health plan coverage and patient rights.
- Education on the use of plan benefits and how they coordinate with Medicare benefits.

The HCF Program can help by:

- Intervening to resolve problems of coverage, access, and administrative processes.
- Referring problems concerning contract interpretation and coverage disputes to the Office of the President.

Who can utilize the HCF Program's services?

The Health Care Facilitator Program serves active and retired UC Irvine and UCI Health faculty, staff, and their eligible dependents and survivors.

As of 2025, the HCF Program serves:

- More than 30,000 active employees and their covered dependents
- More than 6,000 retirees and their covered dependents

When should you call the HCF Program?

Contact the Health Care Facilitator Program when:

- You are about to become newly eligible for Medicare and need assistance coordinating with your UC health plan.
- You need individual guidance, intervention, or help resolving an issue with your health plan coverage.

For simple problems and questions:

- Contact your doctor's or dentist's office. The most important relationship is the one you have with your doctor or other health professionals.
- If you are in an HMO, contact your medical group. Most medical groups have patient assistance departments that can help you find a doctor, work out billing problems or obtain referrals.

Some of the medical groups near UC Irvine include:

- [Optum Care Medical Group](#)
- [Prospect Medical Group](#)
- [MemorialCare Medical Group](#)
- [Regal Medical Group](#)
- [UCI University Physicians and Surgeons](#)

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- Call your health plan. A customer service representative at your health plan can explain the plan's policies and procedures. Health contact information is listed on your health plan ID card and on [UCNet](#).

Questions

For more information about the Health Care Facilitator Program, visit <https://hr.uci.edu/partnership/health-care/>.

For assistance, contact the Employee Experience Center (EEC) at eec@uci.edu or 949.824.0500, Monday – Friday, 8:30 a.m. – 5:00 p.m.