

Questions? We're here to help.
Contact us Monday–Friday, 8 am–6 pm.
Call us: 833.480.9533 (TTY: 711)

HealthCare Partners is now Optum

May 26, 2020

Dear Valued Patient,

I hope this message finds you and those closest to you staying safe and healthy. As President and CEO of the Optum California family of medical groups and physician networks, I am proud to announce that HealthCare Partners has joined the Optum family. We believe this will further strengthen our commitment to keeping you healthy and feeling your best.

Why is this partnership so important?

The coronavirus (COVID-19) pandemic has brought us together in ways we never imagined. Nowhere is this more evident than with HealthCare Partners coming together with Optum. If the crisis is proving anything, it is that coordinated care—where providers work together to help patients navigate the health system—is the future of quality health care. By joining with Optum, our combined scale and strength has already made a difference for the 1.4 million patients we now serve across Southern California. Together, we have been able to quickly secure the necessary equipment to help protect the health and safety of our patients and care teams. As one company, we have also added new ways to care for our patients by expanding our telehealth services to include telephone and video visits.

What does this partnership mean for you?

It means you will keep getting the same great service from your doctors and care teams with even greater coordination among providers. **You do not need to do anything.** The following will not change:

- Your health care provider, care team, and clinic locations
- Our acceptance of your current health insurance plan and copays

What will change?

Soon, we will begin to change the name of our HealthCare Partners medical offices and provider networks to Optum.

Over time, you will see the Optum name on our website, medical buildings, and all future communications.

I know I speak for every member of our staff when I say that we take the greatest pride in caring for your well-being. As HealthCare Partners, we were a national leader in coordinated care. As part of Optum, we will continue our efforts to offer one of the largest networks of quality care teams in your neighborhood and across Southern California. We will work together to offer you superior care when and where you need it—at a cost you can afford. The commitment we have shown for decades is stronger than ever and you can continue to rely on us—now as **Optum**.

Yours in health,



Amar A. Desai, MD

President and CEO, Optum California

Frequently Asked Questions

Q. Who is Optum?

A. Optum is a health services organization dedicated to helping make the health system work better for everyone. Just like us, Optum is a patient-centered organization that strives to make health care simpler by keeping doctors and care teams focused on helping you feel your best.

Q. Did another company buy you?

A. Yes, we recently joined Optum and became part of its Care Delivery division. We are excited and proud to be a part of this excellent health services organization that shares our strong commitment to quality patient care.

Q. Will I still get to see my provider?

A. Yes. Your relationship with your providers will not change. You will see the same great staff and providers when you come to the clinic locations. Our relationship with you and our commitment to your health remains the same.

Q. Can I change my provider?

A. Yes. If you have recently moved, or are just looking to start fresh with a new doctor, we have more than 1,500 primary care doctors and 4,500 specialists available. Please call our 24-hour Patient Support Center at 800.403.4160 (TTY: 711).

Q. How do I find a new specialist?

A. If you have a Medicare Advantage or other HMO plan, please call your primary care doctor's office to request a referral to a new specialist. If you have Original Medicare, an employer-sponsored plan or private insurance PPO/PPS plan, please call our Patient Support Center at 800.403.4160.

Q. Will you still accept my health insurance? Do I need to call my insurance plan to let them know?

A. Yes, we will still accept your health insurance plan. You do not need to notify your insurance plan. We have done that for you already.

Q. What will be different for me?

A. Right now, nothing. You can rely on the same network of doctors and go to the same locations for care. Over the next several months, you will begin to see our transition to Optum in all of our clinics and throughout all of our communications.

Q. Will patients gain access to other Optum medical groups/service providers?

A. In the short term, the access and services we provide our patients will remain the same; we will not be changing any provider networks. In the longer term, we expect there will be opportunity to expand access from HealthCare Partners to other medical groups and services in the Optum family; however, no immediate changes are planned.

Q. Will I get an updated health insurance card with the new name?

A. If your insurance card references the HealthCare Partners name on it, it will continue to be valid this year and accepted by your network of doctors. Some health insurance plans may issue an updated ID card in 2020, and others will not do so until 2021 – timing on this will vary depending on the plan.

About Optum

Optum is a health services organization dedicated to helping make the health system work better for everyone. Part of UnitedHealth Group, Optum is patient-centered and strives to make health care simpler by keeping doctors and care teams focused on helping you feel your best.

The Optum California family of medical groups and physician networks serves over 1.4 million patients across Southern California. Today, we operate as independent medical groups and, as such, our patients are not able to seek care across each of our unique networks.

In the future, we look forward to bringing our care teams and health services together as one Optum—where we will strive to provide you with simple, effective and lower-cost care for a better health experience. We look forward to sharing our progress.

Welcome to Optum!

Our Optum California Family

