

# County of San Diego VEBA's Advocacy Services

## What is the County of San Diego's (CoSD) VEBA Advocacy service?

The Voluntary Employee Beneficiary Association's (VEBA) knowledgeable Advocacy Representatives will serve as your health care safety net. They can help you and your family members with the understanding and utilization of the UnitedHealthcare (UHC) Plans.

## How can the CoSD/VEBA's Advocacy services assist me?

CoSD/VEBA's Advocacy services provides education and support you need to make informed decisions about your health care choices.

You and your family members can rely on the CoSD/VEBA Representatives for:

- Access to care
- Disputing a claim
- Understanding your coverage
- Billing questions/concerns
- Continuity of care
- Coordination of benefits between carriers
- Eligibility inquiries
- Finding a UHC provider
- Questions about Express Scripts
- Assistance with referrals
- Assistance requesting a second opinion
- Reporting service issues

## Contact CoSD/VEBA Advocacy when you:

- Have questions about a bill after contacting the carrier
- Are experiencing trouble with a doctor or insurance carrier
- Need help getting a referral or second opinion
- Have quality of care issues
- Experience a life qualifying event and are considering making some changes
- Need help finding an in-network provider after contacting the carrier

Contact VEBA Advocacy at [888-276-0250](tel:888-276-0250) or visit [vebaonline.com/contact](http://vebaonline.com/contact) to submit a request. For Urgent requests, please click the "Urgent" box located on the contact form. Inquiries typically receive a response within one business day of receipt.

## Contact UnitedHealthcare when you:

- Need to order an ID card
- Need to change your Primary Care Physician (PCP)
- Need help finding an in-network provider
- Have questions about a bill
- Have a question about a copay, coinsurance, or deductible amounts
- Have a question about your coverage

Contact UnitedHealthcare Member Services at [888-586-6365](tel:888-586-6365) or visit [whyuhc.com/cosd](http://whyuhc.com/cosd)

Contact VEBA at [888-276-0250](tel:888-276-0250) or visit [vebaonline.com/contact](http://vebaonline.com/contact)