



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 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's 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 VEBA at 888-276-0250 or
email advocacy@mcgregorinc.com.**

Contact CoSD/VEBA Advocacy When:

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

Contact UnitedHealthcare When:

- You need to order an ID card
- You need to change your Primary Care Physician (PCP)
- You need help finding an in-network provider
- You have questions about a bill
- You have a question about a co-pay, co-insurance, or deductible amounts
- You have a question about your coverage
- You have questions about prescriptions