



# One Medical FAQs for UC San Diego Employees

## **Q: What is One Medical?**

**A:** One Medical is a primary care practice that UC San Diego Health has partnered with to provide services in several locations in San Diego County. One Medical providers are highly focused on quality care, patient-centered design and smart application of technology.

## **Q: Does One Medical offer any online tools or video visits?**

**A:** Yes, One Medical has a free mobile app where you can schedule appointments, have virtual visits 24/7, message your provider or request prescription refills. All services offered in the app are at no cost to you.

## **Q: Where are One Medical clinics located?**

**A:** One Medical has three locations:

### **Downtown San Diego**

1230 Columbia St., Suite 100, San Diego, CA 92101

### **Carlsbad**

7740 El Camino Real, Carlsbad, CA 92009

### **La Jolla**

4545 La Jolla Village Drive, San Diego, CA 92122

## **Q: I heard that One Medical will waive the membership fee for UC San Diego employees. Does it also apply to family members who are covered by my insurance?**

**A:** One Medical will waive the 2021 annual membership fee for UC San Diego employees only. Family members are also welcome to join, but the fee will apply to those members.

## **Q: Will the membership fee waiver continue in the future or is it just for 2021?**

**A:** We will re-evaluate this option prior to the 2022 Open Enrollment period.

## **Q: Do I have to pay a co-pay when I see a One Medical provider?**

**A:** Your regular medical benefits will apply when you see a One Medical provider. Patients typically do have co-payments for most visits other than annual wellness exams.

## **Q: Which medical plans does One Medical accept?**

**A:** One Medical accepts many HMO and PPO plans, including Blue & Gold and UC Care. For other HMO plans, please call [619-471-9123](tel:619-471-9123) and check with a UC San Diego Health

insurance navigator. If you select Kaiser as your HMO, One Medical will be considered out of network.

## **Q: How do I enroll in One Medical?**

**A: First,** choose a health insurance plan that One Medical accepts during Open Enrollment. If you are prompted to choose a primary care physician, search for and choose one of these doctors:

- Heeran Abawi, MD
- John Awad, MD
- Charmaine Gutjahr, MD
- Meredith Hartle, DO
- Donna Mayeda, MD
- Bruce Olmscheid, MD
- Cindy Tsai, MD

**Then,** enroll with One Medical directly by visiting [onemedical.com/myhealth](https://onemedical.com/myhealth). In order to have your annual membership fee waived, you will be asked for the UC San Diego employer code, which is **UCSDOM**. This code is valid for UC San Diego employees only, and employment will be verified.

## **Q: Will I be referred to a UC San Diego Health specialist if I need specialty care?**

**A:** One Medical is affiliated with UC San Diego Health, so One Medical members who are enrolled in an HMO plan such as Blue & Gold will be referred to UC San Diego Health for specialty services. For patients who are enrolled in a PPO plan such as UC Care, One Medical will also consider patient convenience and access when choosing the best option for patients.

## **Q: Do One Medical and UC San Diego Health use the same electronic medical record so all of my providers have easy access to my medical records?**

**A:** One Medical uses its own electronic health record, but its providers have access to the information in UC San Diego Health's system to ensure seamless care.

## **Q: Will I have access to my medical records?**

**A:** For any appointments or services with UC San Diego Health providers, you can continue to use your MyUCSDChart account and access your records there.

## **Q: What if I still have questions?**

**A:** To learn more about One Medical, please call [619-232-3500](tel:619-232-3500) or visit [onemedical.com/myhealth](https://onemedical.com/myhealth).