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 new locations in San Diego. One Medical providers are highly focused on quality care, patient-centered design, and smart application of technology.

Q: Where are they 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 apply to family members who are covered by my insurance?
A: One Medical will waive the 2020 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 2020?
A: We will re-evaluate this option prior to the 2021 Open Enrollment period.

Q: Do I have to pay a copay 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 copayments 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 and check with a UC San Diego insurance navigator to confirm. 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 physicians:
- Abawi Heeran, MD
- Bruce Olmscheid, MD
- Cindy Tsai, MD

Note: These physicians at the Carlsbad and Downtown locations are the only ones currently in the Open Enrollment database, but you will be able to change to another One Medical physician or the La Jolla location at any time. If you have questions, please call 619-471-9123 for assistance.

Then, enroll with One Medical directly by calling 619-232-3500 or visiting onemedical.com. In order to waive your annual membership fee, 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: UC San Diego Health has an affiliation with One Medical, so 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: Is One Medical on Epic so that I can use the MyUCSDChart patient portal?
A: One Medical uses its own electronic health record, but its providers will have access to the information in UC San Diego Health’s Epic system to ensure seamless care.

Q: What if I still have questions?
A: To learn more about One Medical, please call 619-232-3500 or visit onemedical.com.