



Provider **Resources**

Educational information for you and your patients.

These materials give a brief overview of who we are, our service area, our select insurance companies, eligibility and claims, and important contacts to help you provide your patients with excellent healthcare.



The Bay Area's Healthcare Network

As a top caregiver in the Bay Area, you're part of Canopy Health's integrated healthcare experience. Our standout feature is the freedom of our members to obtain high-quality care from our alliance's nearly 5,000 caregivers across the Bay Area. When members choose a Canopy Health primary care physician, they have access to our entire network of doctors, hospitals, and care centers – no matter where they live, work, or play.

Our Promise

ACCESS

All members have access to in-network services with the entire Canopy Health alliance of nearly 5,000 providers and 19 hospitals across nine Bay Area counties.

TRANSPARENCY

We've developed clear and accurate cost transparency tools to provide clarity to members at every point in the continuum of care.

COORDINATED CARE

We help you optimize care with improved communications and coordination, data sharing, and advanced technologies to achieve preferred outcomes for your patients.

Our Alliance of Providers

As alliance providers, we all work together to create a single integrated Canopy Health referral network.



Access Is Easy for Members

1. Members choose a health plan that includes Canopy Health from one of our select insurance companies – Health Net, UnitedHealthcare, and Western Health Advantage.
2. Members then select a primary care physician (PCP) from our medical group partners.
3. As a PCP you can refer members to any of over 3,000 specialists in the Canopy Health network.

Call Us

If you have any questions or need additional help, our contact center provides real-time solutions.

Call us at 888.8.CANOPY.

We've Got the Bay Area Covered

Canopy Health's standout feature is the freedom of our members to obtain high-quality care among our alliance's thousands of physicians and 19 hospitals in the Bay Area. When members choose a Canopy Health primary care physician, our entire network of doctors, hospitals, and care centers are at their service – no matter where they live, work, or play.

Our Medical Groups

These groups allow referrals to each other's specialists, creating a single integrated Canopy Health network:

- John Muir Health Physician Network
- Meritage Medical Network
- Hill Physicians Medical Group – East Bay & San Francisco
- Santa Clara County IPA (SCCIPA)
- Dignity Health Medical Network – Santa Cruz

Canopy Health Hospitals & Medical Centers

- | | |
|---|---|
| 1. Alameda Hospital | 8. Marin General Hospital |
| 2. Dignity Health Dominican Hospital | 9. Regional Medical Center San Jose |
| 3. Dignity Health Sequoia Hospital | 10. Saint Francis Memorial Hospital |
| 4. Good Samaritan Hospital | 11. San Leandro Hospital |
| 5. Highland Hospital | 12. San Ramon Regional Medical Center |
| 6. John Muir Medical Center, Concord | 13. Sonoma Valley Hospital |
| 7. John Muir Medical Center, Walnut Creek | 14. St. Mary's Medical Center |
| | 15. UCSF Benioff Children's Hospital Oakland |
| | 16. UCSF Benioff Children's Hospital at Mission Bay |
| | 17. UCSF Medical Center at Mission Bay |
| | 18. UCSF Medical Center at Parnassus |
| | 19. Washington Hospital Healthcare System |

Call Us

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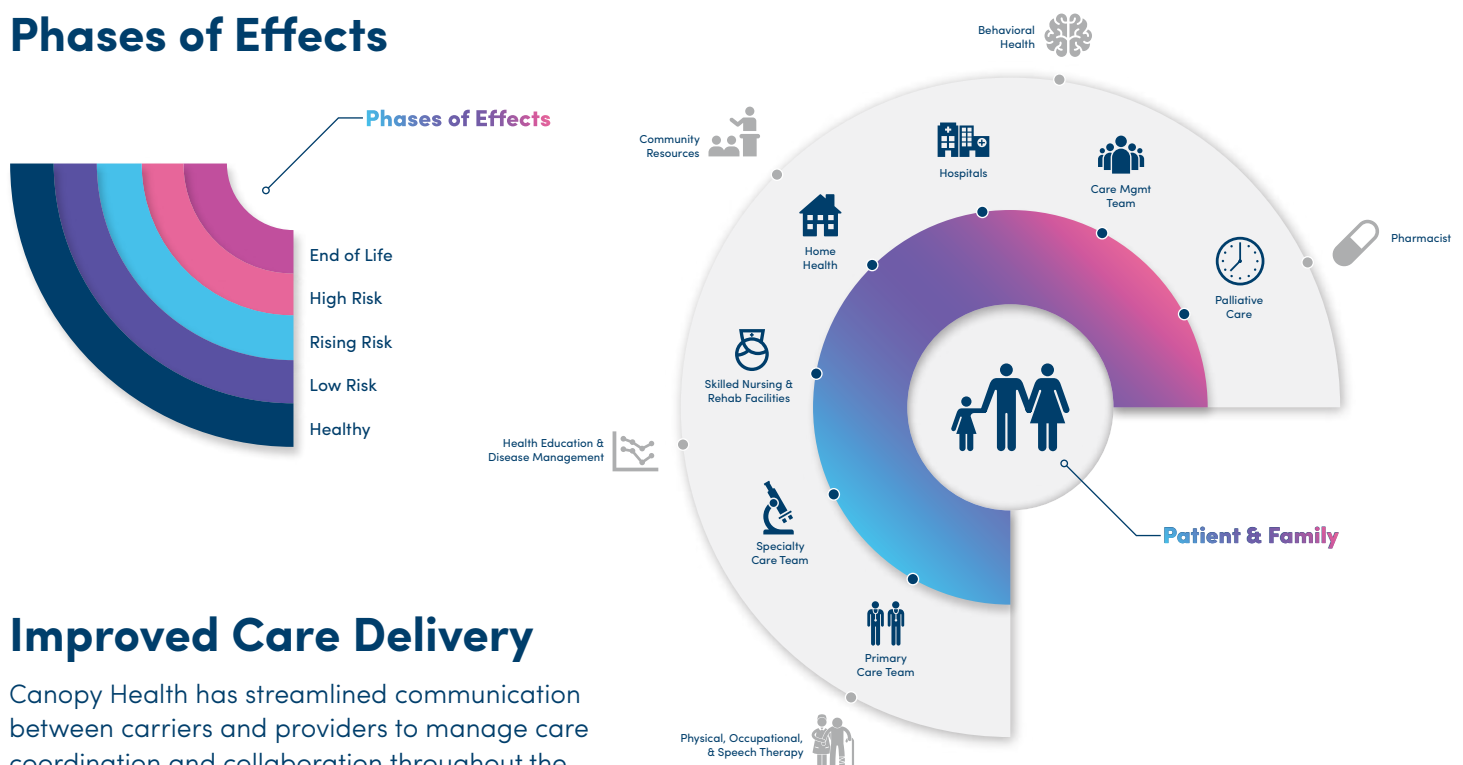
Call us at 888.8.CANOPY.



Improved Care Management

Canopy Health improves quality, patient satisfaction, and costs by optimizing coordination and management of care. As an alliance, our partnership prioritizes care management from operations to the executive level and stratifies patients based on care needs.

Phases of Effects



Improved Care Delivery

Canopy Health has streamlined communication between carriers and providers to manage care coordination and collaboration throughout the care continuum. This helps ensure the right care, expertise, and capabilities are provided by those closest to the patient.

Call Us

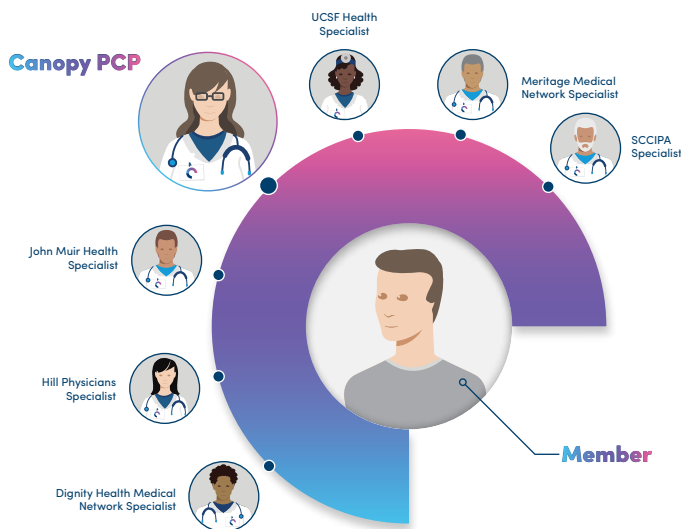
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Our Alliance Referral Program

Canopy Health seeks to eliminate barriers and expedite care. As a network provider, your referrals are simplified. You can refer members to any Canopy Health provider, not just those within their primary care physician's medical group. This means better, faster, and more affordable care from the Bay Area's top specialists.

A New Approach to Referrals

Our alliance partners work together to create a positive healthcare experience by referring patients to the best care in the most efficient way.



Easy, Automated Access to Specialists

1. Members meet with their primary care physician (PCP) to explore treatment options.
2. If a specialist is required, members may request (or their PCPs will recommend) the right specialist in the Canopy Health network.
3. Referral requests are processed quickly and efficiently, including alerting members and providers, through the Alliance Referral Program. Common services offered by the approved specialist don't require additional authorizations.
4. Upon approval, the member can schedule an appointment with the specialist.

Call 888.822.6679

If you or your patients have any questions, our contact center is here to provide solutions that help eliminate barriers to care and expedite the referral process.

Find Doctors & Services

To learn more about all physicians and medical groups in the Canopy Health alliance, please visit <https://portal.canopyhealth.com/#!/network/doctors>



Eligibility & Claims

Providers are responsible for verifying members' eligibility for all medical services rendered. Providers may verify member eligibility in the following ways:

To Verify

- Access the member's health plan website or call the individual's health plan (Health Net, United Healthcare, or Western Health Advantage – see the member's ID card).
- Call Canopy Health Provider Services between 8:30am – 5:00pm (Pacific Time) Monday through Friday at 844.315.4645.
- Call Canopy Health's Contact Center between 7:00am – 5:30pm (Pacific Time) Monday through Friday at 888.822.6679.
- Canopy Health also distributes current eligibility lists to its participating Medical Groups on a monthly basis.

Filing a Claim

Providers are encouraged to file claims electronically whenever possible. Submitted claims should provide all required information; those submitted with missing data may result in a delay in processing or denial.

All Canopy Health facility claims are processed by Conifer Value-Based Care. Professional claims will continue to be processed by the participating Medical Groups and/or their respective vendors.

Electronic Claim Submissions

Clearinghouse	Phone Number	Payer ID
Office Ally	866.575.4120	CAPMN
Change Healthcare	877.363.3666	95399
MDX	562.256.3800	CAPMN

Paper Claim Submissions

P.O. Box 260890 Encino, CA 91426

Appeals & Provider Disputes

P.O. Box 261760 Encino, CA 91426

Claims Dept. Phone

844.315.4645 or 818.461.5055; IVR available 24/7

All Other Provider Inquiries

844.315.4645

Website Information

- For concerns about facility claims, member eligibility, contracted providers, contact:
Conifer Value-Based Care: www.coniferhealth.com.
Select Client Login, then select Cap Connect, or call 844.315.4645 for login assistance.
- For general information about Canopy Health and to search our directories of physicians, hospitals, and other providers:
Canopy Health: www.canopyhealth.com or call 888.822.6679.

Video Visits Offer Easy Access to Care

Canopy Health members deserve great care when and where they need it. As part of our commitment to providing easy access to care **Canopy Health offers members virtual care Video Visits**. Members can access a skilled and experienced physician around-the-clock directly from their phone.

Unlimited Care

Video Visits are available to members 24/7 with no appointment necessary, and prescriptions can be sent electronically to the pharmacy of their choice. To learn more about how a virtual visit can create healthcare efficiencies and better outcomes for your patients, please call **888.822.6679** or visit **CanopyHealth.com**.

One Step Closer to Health

Members can review provider profiles and see a doctor within minutes.



Call Us

If you have any questions or need additional help, our contact center provides real-time solutions.
Call us at 888.8.CANOPY.

Know Your Costs Before Your Visit

Canopy Health's Cost Estimator tool provides estimates for many common services and procedures performed within our network. We aggregate these figures with our alliance partners to provide accurate costs regardless of where members seek treatment and which physicians they visit.

Refreshingly Clear

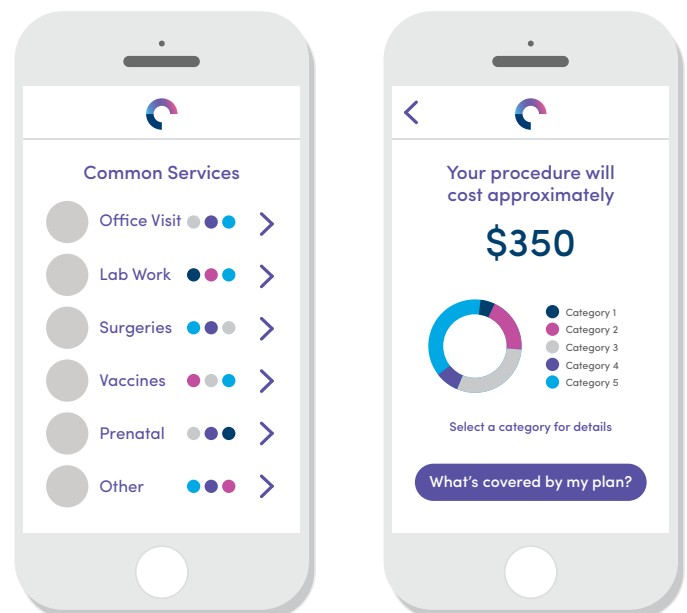
The Cost Estimator tool allows members to track their healthcare spending throughout the year, whether they have deductible plans or are paying copays. It helps them monitor how much they are spending, create a reasonable budget, and reassess their needs when it comes time to renew their plans. Members know their costs and can plan accordingly!

Easy to Access

The Cost Estimator tool is available to every Canopy Health member at no extra cost and is easily accessible through the **MyCanopyHealth** mobile app and member portal on our website. For more information or to help your clients troubleshoot the Cost Estimator tool, please call **888.822.6679** or visit **CanopyHealth.com**.

One Step Closer to Costs

Members can select from a range of common services, then learn its likely cost before they proceed.



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Health Net SmartCare HMO (101+)

Health Net for large group 101+ plans:

- Canopy Health is now part of the Health Net SmartCare network
- The SmartCare tailored network is an easy-to-use, whole-health option offering predictable costs and a quality network
- SmartCare includes CVS MinuteClinic access and value-added wellness programs
- **Health Net will provide quotes**
- **Underwriting guidelines provided by the carrier apply to all Canopy Health products**
- Canopy Health offers competitive pricing by working together with our alliance partners
- Canopy Health and Health Net will partner to provide support for Open Enrollment meetings as needed

Health Net Enhanced Choice Portfolio for Large Groups

Flexible, cost-saving choices:

- **Enhanced Choice – 101-500 Employees**
- **SmartCare – 101+ Employees**
- Members may be enrolled in one of six Health Net health plans. Choices include: SmartCare, EOA, Full HMO, ExcelCare EOA, ExcelCare HMO, Salud, and PPO—PPOs with or without HSA, HRA options.
- Enhanced Choice is a defined contribution arrangement
- Popular, proven tailored networks are available, including SmartCare
- Members have access to wellness programs and resources, plus the Healthy Rewards Program, which includes a \$50 HRQ & wellness incentive

To learn more, please visit:

<https://www.healthnet.com/portal/member/content/iwc/mysites/uc/canopy.action>

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Call us at 888.8.CANOPY.

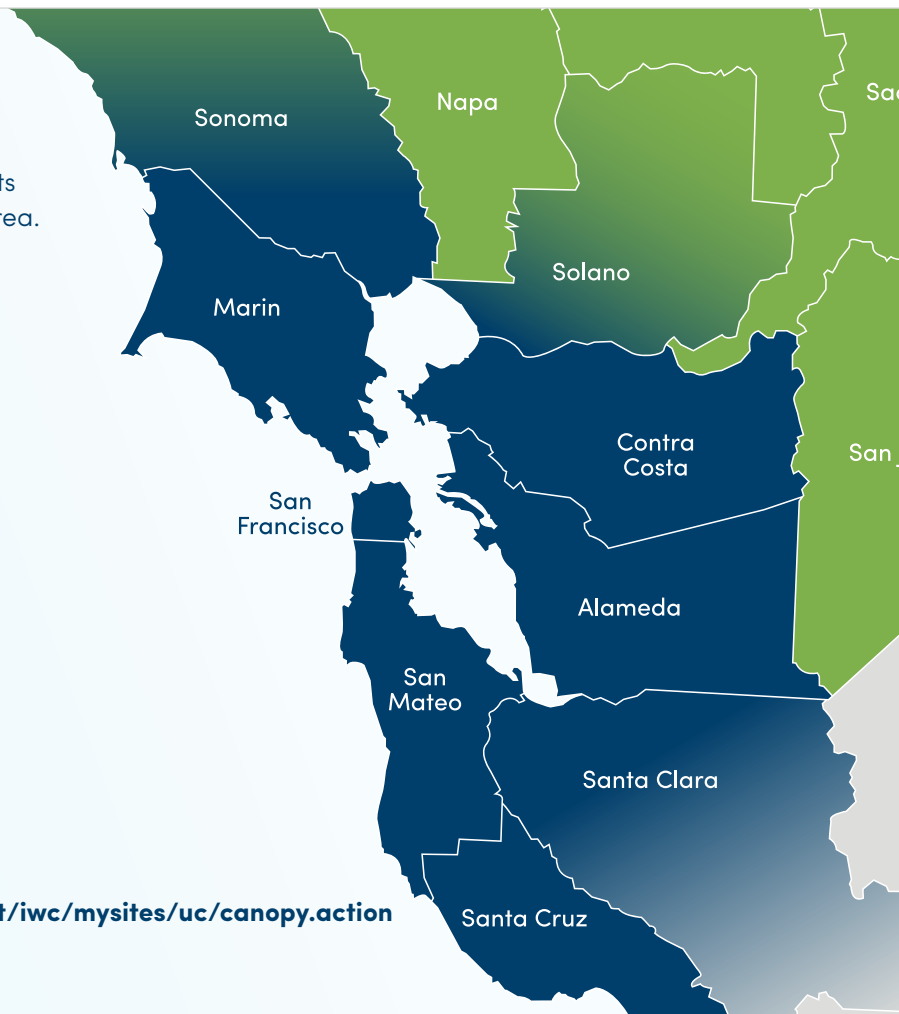


Combined Service Area

Eligibility for Coverage

To become a member of Canopy Health, your patients must live or work within the Canopy Health Service Area.

- Canopy Health Service Area
- Health Net Service Area not part of Canopy Health



To learn more, please visit:

<https://www.healthnet.com/portal/member/content/iwc/mysites/uc/canopy.action>

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Call us at 888.8.CANOPY.



SignatureValue Advantage

UnitedHealthcare for small and large group plans:

- Canopy Health is now part of the SignatureValue Advantage network
- **UnitedHealthcare will provide quotes**
- **Underwriting guidelines provided by the carrier apply to all Canopy Health products**
- Canopy Health offers competitive pricing by working together with our alliance partners
- Canopy Health and UnitedHealthcare will partner to provide support for Open Enrollment meetings as needed
- UnitedHealthcare does not have a SignatureValue Advantage plan that excludes Canopy Health

UnitedHealthcare SignatureValue Advantage

The SignatureValue Advantage plans offer the same level of coverage as a traditional UnitedHealthcare HMO plan at a lower premium.

- The difference is in the network
- SignatureValue Advantage plan offers a select network of contract providers
- This select medical group network has nearly 18,000 contracted physicians and specialists
- Physicians and specialists are evaluated on many cost and quality factors, including 11 measurements, such as provider scores on preventive health screenings, childhood immunizations, and member satisfaction
- Members enrolled in a UnitedHealthcare SignatureValue Advantage plan select a Primary Care Physician (PCP) to manage their general healthcare needs and obtain a referral to a specialist
- SignatureValue Advantage is a statewide product

To learn more, please visit:

<https://www.uhc.com/employer/health-plans/signaturevalue-advantage>

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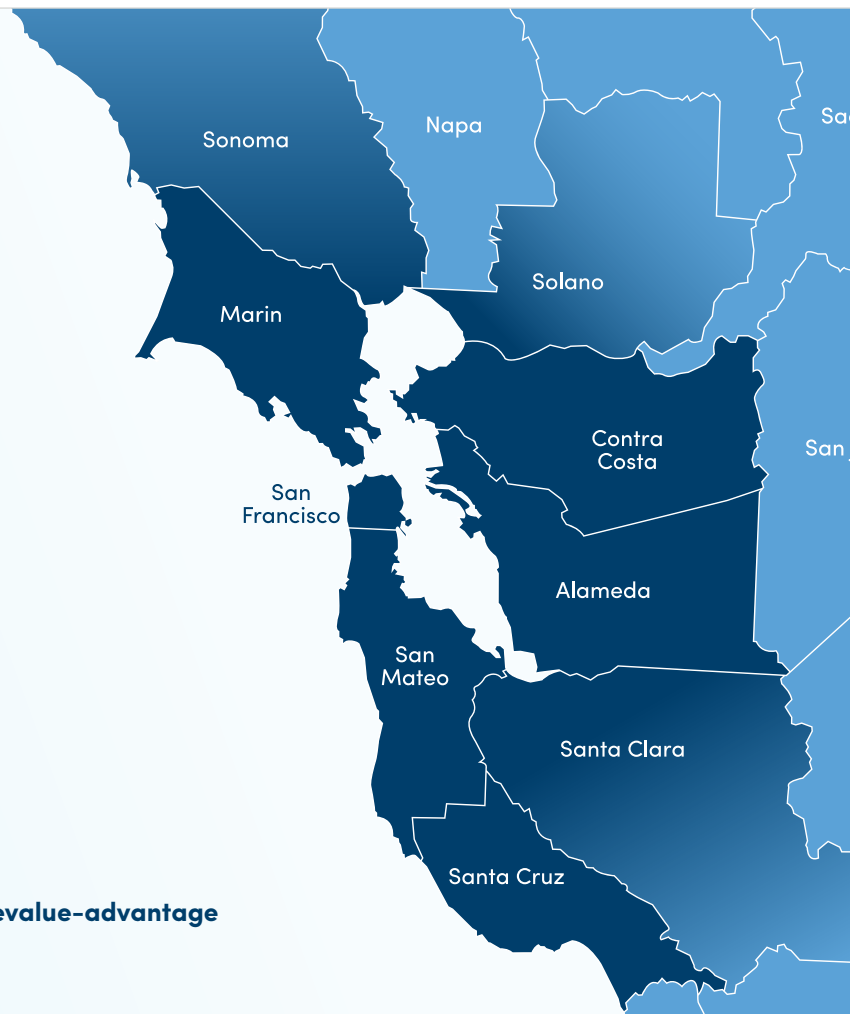
SERVICE AREA - UNITEDHEALTHCARE

Combined Service Area

Eligibility for Coverage

To become a member of Canopy Health, your patients must live or work within the Canopy Health Service Area.

- Canopy Health Service Area
- UnitedHealthcare Service Area not part of Canopy Health



To learn more, please visit:

<https://www.uhc.com/employer/health-plans/signaturevalue-advantage>

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Western Health Advantage Plans

Western Health Advantage has a variety of small and large group plans:

- Canopy Health is now part of Western Health Advantage (WHA) for all products offered in our service area
- **Western Health Advantage will provide quotes**
- **Underwriting guidelines provided by the carrier apply to all Canopy Health products**
- Canopy Health offers competitive pricing by working together with our alliance partners
- Fully-Insured HMO only
- Canopy Health and Western Health Advantage will partner to provide support for Open Enrollment meetings as needed

Western Health Advantage Group Plans

Western Health Advantage has a variety of options to fit the needs of its members. Their small and large group portfolios offer:

- **Traditional Plans** are ideal for members looking for the most coverage for their medical care. While many services are covered in full, others only require a copayment without the hassle of meeting a deductible first.
- **Deductible Plans** help members control how much they spend on healthcare expenses by paying for services when needed. Members pay a copayment for office visits and/or diagnostic services while some services, such as hospitalization, are subject to a deductible.
- **HSA-Compatible High-Deductible Plans** allow members to build funds within their health savings account (HSA) to pay for office and hospital visits as well as prescription medications. We offer complimentary HealthEquity® HSAs with Gateway HSA plans sold direct from WHA. While there is no obligation to have an HSA, members are advised to discuss the benefits with a tax consultant.

To learn more, please visit:

westernhealth.com/canopyhealth

Call Us

If you have any questions or need additional help, our contact center provides real-time solutions.

Call us at 888.8.CANOPY.



Combined Service Area

Eligibility for Coverage

To become a member of Canopy Health, your patients must live or work within the Canopy Health Service Area.

- Canopy Health Service Area
- Western Health Advantage Service Area not part of Canopy Health

To learn more, please visit:
westernhealth.com/canopyhealth



Call Us

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Urgent Care Centers in the East Bay

While it's best for members to see their primary care physician for most healthcare concerns, at times they may need more immediate care outside of regular office hours, but may not require life-saving care from a hospital emergency room physician. Canopy Health alliance partners have dozens of urgent care centers across the Bay Area available to all Canopy Health members for non-life threatening illnesses or injuries.

Please see the list of East Bay urgent care centers on the second page.



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URGENT CARE CENTERS

East Bay

Contra Costa County

1. John Muir Health Urgent Care - Concord

2700 Grant Street, Suite 110, Concord
925.674.2500
www.johnmuirhealth.com/services/urgent-care-services

2. STAT MED Urgent Care - Pleasant Hill/Concord

901 Sunvalley Boulevard, Suite 100, Concord
925.234.4447
www.statmed.com

3. John Muir Health Urgent Care - Walnut Creek

1450 Treat Boulevard, Suite 160, Walnut Creek
925.296.9000
www.johnmuirhealth.com/services/urgent-care-services

4. John Muir Health Urgent Care - Brentwood

2400 Balfour Road, Suite 120, Brentwood
925.308.8111
www.johnmuirhealth.com/services/urgent-care-services

5. STAT MED Urgent Care - Lafayette

970 Dewing Avenue, Suite 100B, Lafayette
925.297.6396
www.statmed.com

6. John Muir Health Urgent Care - Orinda

140 Brookwood Road, Suite 200, Orinda
925.254.9800
www.johnmuirhealth.com/services/urgent-care-services

7. John Muir Health Urgent Care - San Ramon

2305 Camino Ramon, Suite 100 at Bishop Ranch 11, San Ramon
925.543.0290
www.johnmuirhealth.com/services/urgent-care-services

Alameda County

8. Direct Urgent Care - Berkeley

2920 Telegraph Avenue, Berkeley
510.686.3621
www.carbonhealth.com/berkeley

9. John Muir - UCSF Berkeley Outpatient Center

3100 San Pablo Avenue, Berkeley
510.985.5100
www.johnmuirhealth.com/locations/outpatient-center-berkeley

10. Golden Gate Urgent Care - Oakland

3900 Piedmont, Oakland
415.432.7899
www.goldengateurgentcare.com

11. Direct Urgent Care - Oakland

411 Grand Avenue, Oakland
510.844.4097
www.carbonhealth.com/oakland

12. John Muir Health Urgent Care - Pleasanton

5860 Owens Drive, Suite 110, Pleasanton
925.224.0700
www.johnmuirhealth.com/services/urgent-care-services

13. STAT MED Urgent Care - Dublin

7667 Amador Valley Blvd Ste A, Dublin, CA 94568
925.828.9211
www.statmed.com

14. STAT MED Urgent Care - Livermore

4465 First Street, Livermore
925.315.8828
www.statmed.com

15. Washington Urgent Care - Fremont

2500 Mowry Avenue, Suite 212, Fremont
510.791.2273
www.whhs.com/Services/Specialized-Programs/Urgent-Care

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Urgent Care Centers in the North Bay

While it's best for members to see their primary care physician for most healthcare concerns, at times they may need more immediate care outside of regular office hours, but may not require life-saving care from a hospital emergency room physician. Canopy Health alliance partners have dozens of urgent care centers across the Bay Area available to all Canopy Health members for non-life threatening illnesses or injuries.

Solano County

1. North Bay Urgent Care Center - Vacaville

1679 E. Monte Vista Avenue, Vacaville
707.624.7400
www.carbonhealth.com/vacaville

Marin County

2. Medical Center of Marin - Novato

7428 Redwood Boulevard, Novato
415.895.5216
www.mcomarin.com

3. Medical Center of Marin - Corte Madera

101 Casa Buena Drive, Corte Madera
415.886.4952
www.mcomarin.com

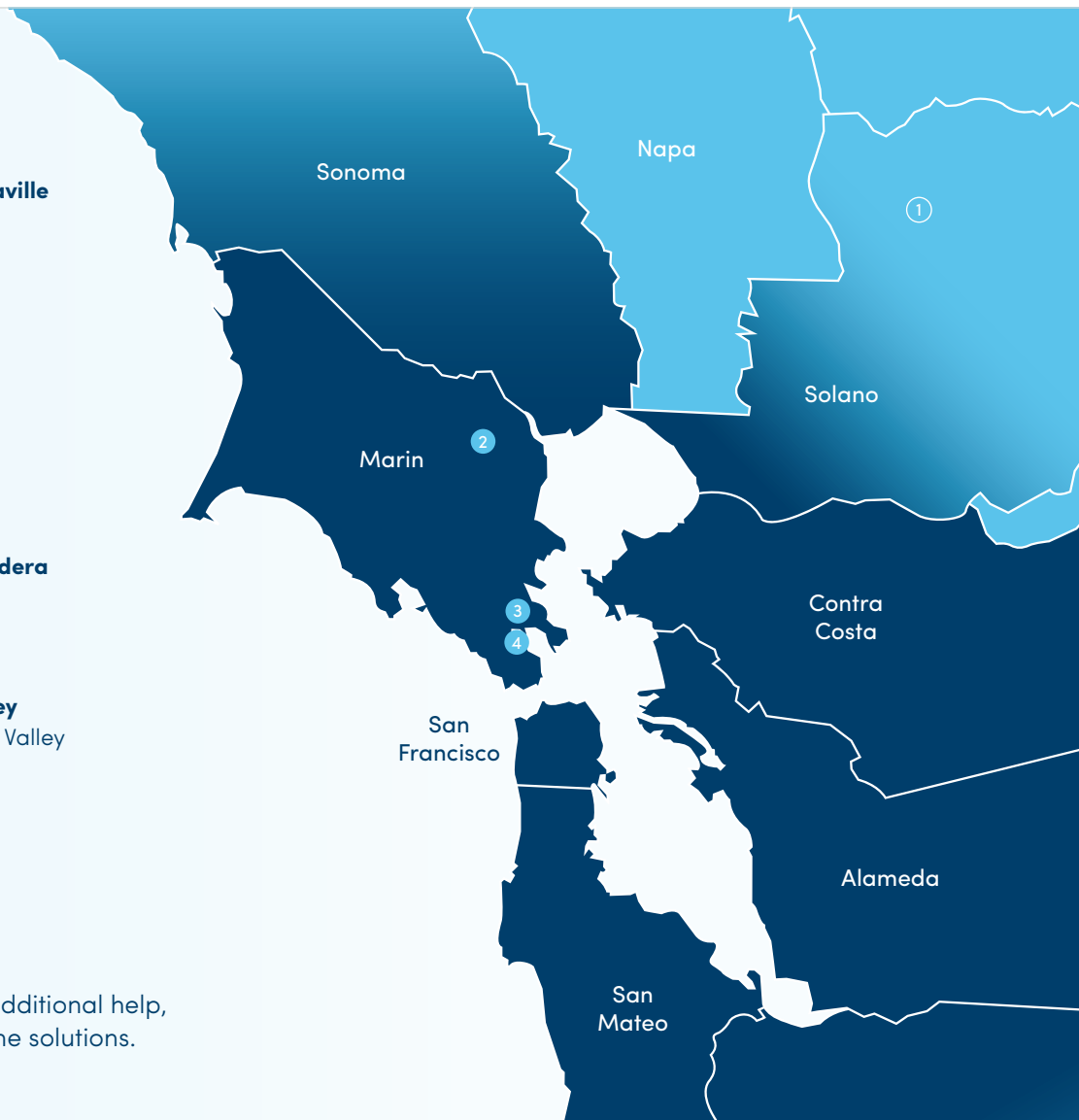
4. Golden Gate Urgent Care - Mill Valley

750 Redwood Highway, Suite 1204, Mill Valley
415.384.4778
www.goldengateurgentcare.com

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Urgent Care Centers on the Peninsula

While it's best for members to see their primary care physician for most healthcare concerns, at times they may need more immediate care outside of regular office hours, but may not require life-saving care from a hospital emergency room physician. Canopy Health alliance partners have dozens of urgent care centers across the Bay Area available to all Canopy Health members for non-life threatening illnesses or injuries.

San Mateo County

1. Dignity Health/Go Health Urgent Care - Daly City

325 Gellert Boulevard, Daly City
650. 270.2394
www.gohealthuc.com/bayarea

2. Dignity Health/Go Health Urgent Care - San Bruno

San Bruno Towne Center, 1310 El Camino Real, Ste. J, San Bruno
650.270.2395
www.gohealthuc.com/bayarea

3. Dignity Health/Go Health Urgent Care - Redwood City

830 Jefferson Avenue, Redwood City
650.381.0616
www.gohealthuc.com/bayarea

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Urgent Care Centers in the South Bay

While it's best for members to see their primary care physician for most healthcare concerns, at times they may need more immediate care outside of regular office hours, but may not require life-saving care from a hospital emergency room physician. Canopy Health alliance partners have dozens of urgent care centers across the Bay Area available to all Canopy Health members for non-life threatening illnesses or injuries.

Please see the list of South Bay urgent care centers on the second page.

San Francisco

Alameda

San Mateo

Santa Clara

Santa Cruz

Call Us

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Call us at 888.8.CANOPY.



URGENT CARE CENTERS

South Bay

Santa Clara County

1. CareNow Urgent Care - Milpitas

1487 Landess Avenue, Milpitas
408.416.5371
www.carenow.com

2. Direct Urgent Care - Mountain View

1150 W. El Camino Real, Mountain View
650.695.5008
www.carbonhealth.com/mountain-view

3. CareNow Urgent Care - North San Jose

1038 E. Brokaw, Suite 30, San Jose
408.703.4400
www.carenow.com

4. Elite Medical Center - Sunnyvale

500 E. Remington Drive, #20, Sunnyvale
650.318.3384
www.elitemedicalcenter.com

5. Direct Urgent Care - Cupertino

19600 Vallco Parkway, #170, Cupertino
650.338.4776
www.carbonhealth.com/cupertino

6. Sima Stein Pediatric Urgent Care - San Jose

105 Bascom Avenue, Suite 102, San Jose
408.214.1343
www.doctor-stein.com

7. CareNow Urgent Care - Los Gatos

640 Blossom Hill Road, Suite A, Los Gatos
408.703.4600
www.carenow.com

Call Us

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Call us at 888.8.CANOPY.



Urgent Care Centers in San Francisco

While it's best for members to see their primary care physician for most healthcare concerns, at times they may need more immediate care outside of regular office hours, but may not require life-saving care from a hospital emergency room physician. Canopy Health alliance partners have dozens of urgent care centers across the Bay Area available to all Canopy Health members for non-life threatening illnesses or injuries.

Please see the list of San Francisco urgent care centers on the second page.

San
Francisco

Call Us

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Call us at 888.8.CANOPY.



URGENT CARE CENTERS

San Francisco

San Francisco County

1. Dignity Health/Go Health Urgent Care - Marina

3259 Pierce Street, San Francisco

415.965.7942

www.gohealthuc.com/bayarea

2. Dignity Health/Go Health Urgent Care - North Beach

170 Columbus Avenue, Suite 110, San Francisco

415.965.8050

www.gohealthuc.com/bayarea

3. Golden Gate Urgent Care - San Francisco, Lombard

2395 Lombard Street, San Francisco

415.796.2242

www.goldengateurgentcare.com

4. UCSF Benioff Children's After-Hours Care - San Francisco

3490 California Street, Suite 200, San Francisco

415.387.9293

www.ucsfbenioffchildrens.org/clinics/urgent_care

5. Dignity Health/Go Health Urgent Care - Lower Pac. Heights

1801 Divisadero Street, San Francisco

415.965.7944

www.gohealthuc.com/bayarea

6. Golden Gate Urgent Care - San Francisco, Market

1600 Market Street, San Francisco

415.746.1812

www.goldengateurgentcare.com

7. Direct Urgent Care - San Francisco

1998 Market Street, San Francisco

415.792.6040

www.carbonhealth.com/san-francisco

8. Dignity Health/Go Health Urgent Care - Cole Valley

930 Cole Street, Suite 102, San Francisco

415.964.4789

www.gohealthuc.com/bayarea

9. UCSF Screening and Acute Care Clinic - Urgent Care

400 Parnassus Avenue, San Francisco

415.353.2602

www.ucsfhealth.org/clinics/screening_and_acute_care

10. Dignity Health/Go Health Urgent Care - Castro

2288 Market Street, San Francisco

415.964.4855

www.gohealthuc.com/bayarea

11. Golden Gate Urgent Care - San Francisco, Valencia

1085 Valencia St, San Francisco

415.432.7889

www.goldengateurgentcare.com

12. Dignity Health/Go Health Urgent Care - Noe Valley

3820 24th Street, Suite 101, San Francisco

415.604.4076

www.gohealthuc.com/bayarea

13. Golden Gate Urgent Care - San Francisco, West Portal

199 West Portal Avenue, San Francisco

415.821.8798

www.goldengateurgentcare.com

14. Dignity Health/Go Health Urgent Care - Glen Park

2895 Diamond Street, San Francisco

415.964.4866

www.gohealthuc.com/bayarea

15. Dignity Health/Go Health Urgent Care - Excelsior

4598 Mission Street, San Francisco

415.965.7941

www.gohealthuc.com/bayarea

Call Us

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Call us at 888.8.CANOPY.

Contact Us

If you or your patients have any questions or need additional help, our contact center provides real-time solutions that help eliminate barriers to care and expedite the registration and referral process.

Our contact center can be reached at 888.822.6679.

