Connected Care

intel.

Moving to Connected Care CA

We make switching your health insurance simple and straightforward. The process is easy to navigate, and we'll guide you every step of the way to ensure a smooth transition.

Quick view

Switching health insurance can be easy. Take the following steps before coverage begins.

1. Access your member ID card
2. Choose your new primary care provider
3. Find a conveniently located pharmacy

1 Accessing your member ID card

To view your member ID card, please register for an account by following these steps:

- Go to **Connectedcarehealth.com** and enter your member ID, last name and date of birth.
- Follow the prompts to register your account.

Once you've registered, log into your account and look for your member ID card under **Quick Navigation**.

- Select a print or digital ID card.
- You can request cards for your entire family or select individual members by using the **Request a new card** option.
- Alternatively, you may access a temporary ID card, which can be saved by selecting **Temporary ID card**.

2 Choosing a primary care provider

Your provider is your go-to partner for checkups, preventive care and managing ongoing health conditions. Finding the right provider is simple:

- You don't need to log in to find a provider.
- Visit **Connectedcarehealth.com** and select **Find a Provider**.
- Enter your location and check the box for **Primary Care Physician**.
- Select the specialization and click **Search**.

Need help finding a provider?
Your Connected Care Concierge team is available Monday through Friday, 8 am–6 pm, by calling **(800) 971-4153**.

3 Filling prescriptions

You and your covered dependents have flexible options when it comes to filling prescriptions.

You can order medication in up to a 90-day supply at Walgreens and Costco pharmacies, or through the Express Scripts® home delivery service. Learn more at **express-scripts.com/intel**.

For questions regarding the prescription benefit, call **(855) 315-4523** or visit **Connectedcarehealth.com**.

Transitioning care

Transitioning care to a new provider can feel like a big step, but your Connected Care Concierge team is there to make it easy. Call **(800) 971-4153**, Monday–Friday, 8 am–6 pm, to get started.

Are you currently being treated for a chronic condition? The Concierge team can help you:

- Find a specialist
- Schedule medical procedures
- Connect with a registered nurse care manager for ongoing support
- Obtain medical equipment necessary for your care

Using your plan benefits

Your health plan is designed to support you. By taking a moment to familiarize yourself with all your benefits, you can maximize their value, get the care you need and help keep your out-of-pocket costs down.

Be sure to review your plan benefits at **Connectedcarehealth.com** to make the most of the coverage offered to you.

Scan the QR code to visit Connectedcarehealth.com and get started today!

Take charge of your care

Schedule your virtual welcome experience

Call **(888) 227-3334** to get in touch with our Stanford Health Care Alliance CareCounsel team and receive help with:

- Finding a provider or clinic
- Prescription requests
- Any additional questions you may have

Call **(916) 631-3707** to connect with our Dignity Health Patient Access team, who can help you with:

- Booking your first appointment quickly and easily
- Setting up virtual or in-clinic visits
- Managing your prescriptions
- Getting answers to questions you may have

Convenient care, when you need it

Life doesn't wait — and neither should your health.

Dignity Health and Stanford offer same-day care options across the Greater Sacramento and Bay Area regions. You can schedule same-day appointments for common health concerns like colds or minor issues. For more urgent needs, walk-in Urgent Care centers are available with extended hours to treat conditions such as sprains, infections, and minor injuries.

Virtual visits are also available, giving you flexible access to care from anywhere.

Dignity Health Urgent & Express Care Clinics

Stanford Walk-in Clinic

Stanford Express Care Clinics

To find a provider near you, go to **Connected Care** > **Find a Provider**.