



Your Guide to Getting Care

Balance Health Plan Navigation Guide



1-888-775-7888 (TTY: 1-877-681-8898)



MemberServices@BalancebyCCHP.com



BalanceHealthPlan.com



Welcome to Balance!

Thank you for choosing Balance. Whether you're joining us for the first time or renewing your membership, we're excited to have you as part of the Balance family. This guide is designed to help you make the most of your plan and access the care you need with ease.

YOUR PRIMARY CARE PHYSICIAN (PCP)

When you have a medical concern or question, your PCP should be your first point of contact. They lead your care team, coordinate your treatments, and maintain a complete picture of your overall health and medical history.

SCHEDULE YOUR FIRST VISIT!

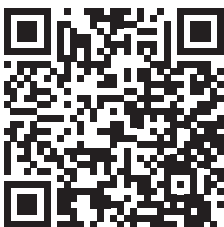
Whether your PCP is new to you or you're an established patient, schedule your annual no-cost check-up as soon as possible. This visit gives your doctor a baseline for your health, making it easier to diagnose and treat any issues that may arise later.

HOW TO CHANGE YOUR PCP

When you enrolled in Balance, you were asked to select a Primary Care Physician (PCP). If you didn't make a selection, we assigned one for you. If you'd like to change your PCP at any time, you're free to do so—just contact Member Services, and we'll be happy to assist.

Search for Doctors, Specialist or Hospital Service?

Visit www.BalancebyCCHP.com/provider-search/



PHARMACY SERVICE

Retail Pharmacy 30-day supply

- Chinese Hospital*
- Costco*
- Safeway
- Walgreens
- Golden Gate

**90-day supply available for the cost of 60 days*

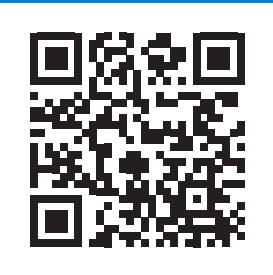
MAIL-ORDER PHARMACY

Receive a 90-day supply for the cost of 60 days for most medications through:

- Birdi Pharmacy

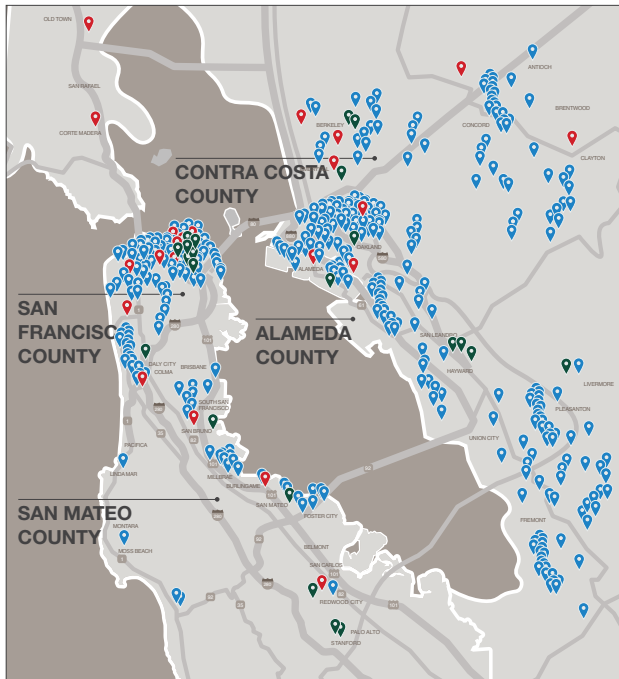
PHARMACY LOCATOR

Scan QR code to find additional pharmacy locations.



Access to Care - Large Network of Doctors and Hospitals

With your plan, you get an in-network choice of over 3,000 neighborhood doctors, specialists, and facilities in our San Francisco, San Mateo, and Alameda County service areas.



- PCP/Specialist
- Hospital
- Urgent Care

MEDICAL GROUPS



HOSPITALS



AHMC Seton Medical Center
(Daly City, Coastside)



ALAMEDA HEALTH SYSTEM
(Alameda, Oakland, San Leandro)



CHINESE HOSPITAL



Dignity Health.



Sutter Health
(CPMC, Alta Bates, Eden, Mills-Peninsula)



Washington Health

URGENT CARE



Carbon Health



UCSF Health | GoHealth.

URGENT CARE

Over 30+ Amazon One Medical Offices



List of In-Network Hospitals by County

San Francisco County

California Pacific Medical Center - Davies Campus, San Francisco, CA

Chinese Hospital - San Francisco, CA

UCSF Hyde Hospital - San Francisco, CA (St. Francis)

UCSF Stanyan Hospital, San Francisco, CA (St. Mary's)

San Francisco Pacific Medical Center - Mission Bernal Campus, San Francisco, CA

San Francisco Pacific Medical Center - Van Ness Campus, San Francisco, CA

San Francisco Pacific Medical Center - Pacific Heights Campus, San Francisco, CA

San Mateo County

Mills Health Center-San Mateo, CA

Mills-Peninsula Medical Center - Burlingame, CA

AHMC Seton Medical Center - Daly City, CA

Sequoia Hospital, Redwood City, CA

West Portal
2 West Portal Avenue

Contra Costa County

Sutter Delta Medical Center - Antioch

Alameda County

Alta Bates Summit Medical Center Summit Campus - Oakland, CA

Alta Bates Summit Medical Center - Oakland, CA

Highland Hospital - Oakland, CA

Alameda Hospital - Alameda, CA

Alta Bates Summit Medical Center Alta Bates Campus - Oakland, CA

Alta Bates Summit Medical Center Herrick Campus - Berkeley, CA

Eden Medical Center - Castro Valley, CA

Washington Health - Fremont, CA

John George Psychiatric Hospital - San Leandro, CA

San Leandro Hospital - San Leandro, CA

Stanford Health Care Tri-Valley - Pleasanton, CA

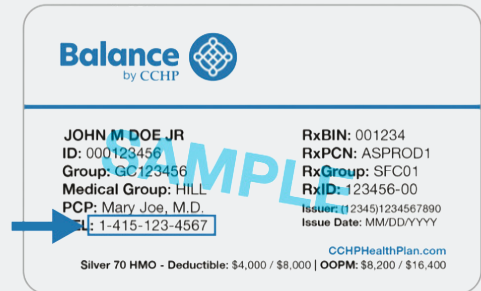
Getting the Right Care at the Right Time

To make the most of your Balance health plan, we've created a simple guide to help you understand what services are available and the best way to access the care you need—when you need it.



Your Primary Care Physician (PCP) – First Call Your PCP

Your doctor knows you best and should be your first point of contact when you experience a medical issue. Their phone number is conveniently listed on the front of your member ID card.



24/7 Nurse Advice Line – Help Is Just a Call Away Call: 1-888-243-8310

When your PCP isn't available or it's after hours, our Balance 24/7 Nurse Advice Line is here for you. Experienced nurses can help you determine how urgent your health concern is and guide you on the next steps—whether that's self-care at home, scheduling a doctor visit, or going to urgent care. We'll support you until you can connect with your doctor.

The Balance 24/7 Nurse Advice Line number is also printed on the back of your Member ID card for easy access.



Urgent Care – Like Your Doctor's Office, but Open Later

If you have non-life-threatening symptoms, consider visiting an Urgent Care Center—no appointment needed. Urgent care is often faster and typically less expensive than an Emergency Room visit.

Common reasons to visit Urgent Care include:

- Fever, flu or cold
- Animal or insect bites
- Minor sprain and broken bones
- Fever, flu or cold
- Animal or insect bites
- Minor back or stomach pain
- Cuts requiring stitches



Emergency Care – When Every Second Counts

If you think your symptoms could indicate a heart attack, difficulty breathing, or any other life-threatening condition, go to the Emergency Room immediately or call 9-1-1.

Common reasons to visit the Emergency Room include:

- Severe chest or stomach pain
- Unconsciousness
- Vomiting blood or dark, coffee ground like stools
- High fevers or rash, especially with children
- Hard time breathing
- Repeated vomiting or poisoning
- Paralysis
- Allergic reactions
- Severe head or eye injury

Note: If you plan to travel outside the service area, please review your Evidence of Coverage for details on what is and isn't covered. This helps ensure you receive the right care and avoid unexpected charges you may be responsible for.

Your health plan info, all in one place.

We want to make it simple and convenient for you to access and manage your health information. One of the best ways to do this is through the Balance Member Portal. Here's what you'll find inside:

Information about your benefits, coverage and claims

- View and print your Summary of Benefits
- Access your claims information
- Change your Primary Care Provider (PCP)
- View and print your digital ID
- Send a message or questions to Member Services

Replacement Member ID Card

Find Balance Providers

- Search for doctors and other providers by name, specialty or facility name
- Find Covered California, Individual & Family or Employer Group providers
- You can also find providers by going to this page:
www.BalancebyCCHP.com/provider-search/

Signing-up is easy and your information is secure

(Please be sure to have your member ID card or number handy)

Balance Member Portal

1. Go to www.BalanceHealthPlan.com
 - Click on **"Member Log-in"** at the top right
 - Click on **"Create New User"** to create an account
2. Follow instructions for creating a password and user ID

Understand Your Benefits

For more information about your coverage, please contact your Human Resources department.

Questions? Our Member Services team is always here to help.

Contact Member Services for assistance with payments or any questions regarding your membership.

Hours: Oct 1 – Mar 31: 7 days a week, 8:00 a.m. to 8:00 p.m.

Apr 1 – Sept 30: Monday – Friday, 8:00 a.m. to 8:00 p.m.



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Contact Information



Call or Email

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MemberServices@BalancebyCCHP.com

In Person

Monday - Friday, 9 a.m. - 5 p.m.

San Francisco Office

445 Grant Avenue
San Francisco, CA 94108

845 Jackson St
San Francisco, CA 94133

Daly City Office

386 Gellert Boulevard
Daly City, CA 94015

Balance by CCHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
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