



## **AppleCare, Cassidy, Magan, Monarch, and OptumCare Name Change to Optum Frequently Asked Questions**

**Q. Why did we change our name?**

**A.** We are looking to align ourselves within the Optum organization in Southern California and take advantage of the strength and commitment to a national brand.

**Q: Can patients now access other Optum provider networks in Southern California?**

**A:** No, for now, and even as we transition to the Optum name, our historical networks will remain the same, but we are looking forward to working toward expanded access over time.

**Q: Will my clients get issued new ID cards that reference the Optum name?**

**A:** It will vary by payor. Some may issue new ID cards with the new Optum naming conventions. Existing and Optum ID cards will be valid in 2021. In January 2022, all ID cards will have the Optum naming convention.

**Q. What does this mean to patients/your clients?**

**A:** The high quality of care and services we provide our patients/your clients will remain the same. Patients' relationships with their care team will not change. They will see the same great providers and team members.

**Q. When did the acquisition by Optum occur?**

**A:** AppleCare, Magan, AppleCare and OCMG have been part of Optum for several years; the exact dates varies by care delivery organization.

**Q. Will my clients still get to see their doctors?**

**A.** Yes. Your clients' relationship with their providers will not change. They will see the same staff and providers when they come to the clinic. Our relationship with them and our commitment to their health remain the same.

**Q. Will you still accept my client's insurance?**

**A.** Yes, our insurance agreements are not changing.

**Q: Since Optum and UnitedHealthcare are part of UnitedHealth Group, will you still accept other health insurance plans?**

**A:** Yes. Optum operates independently from the insurance side of the UnitedHealth Group business and works with multiple health plans just like we do. In fact, Optum already works with more than 80 health plans beyond UnitedHealthcare. The physician practices and urgent care centers that are part of Optum currently serve patients covered by the major health plans in their market.

**Q. Will my client's costs go up because of this change?**

**A.** Our name will change, but this does not affect your client's current health plan benefits including copays.

**Q. I have more questions, how can I get those answered?**

**A.** If you have any questions please reach out to your local marketing contact, your senior ambassadors, or to the following service numbers as appropriate:

AppleCare: 844-803-9891, TTY 711

Magan: 844-354-5860

Monarch/OCMG: 888-346-2810

NAMM/OCMG: 909-605-8085