Optum

January Agent Newsletter

Southern California

1. Prioritize client check-ins

Early touchpoints for lasting trust

Client trust is built year-round. Kick off 2026 by completing scheduled client check-ins over the next few months. These early touchpoints can reinforce your role as a trusted advisor and boost client satisfaction.

Use your first 2026 check-ins to:

• Guide clients on accessing care and scheduling visits
• Address client questions
• Schedule future follow-ups

Need more tips on retention and growth? Our team is here to help.

Get retention tips

2. Help clients maximize their MA plan

A healthier today, a happier tomorrow

Assist your Optum clients on an MA plan in getting the most from their plan by:

1. **Checking they've scheduled a PCP visit**, where they'll get a care plan to help them manage health issues and reach goals.

2. **Reminding them of their plan benefits**, which may have changed. These can include coverage for things like medication and fitness classes, plus vision, dental, hearing and in-home care services.

Helping clients use their benefits can support their health and boost retention. Explore more talking points below.

Review talking points

2026 accepted
health plans

3. Explore our 2026 accepted health plans

Recent updates and flexible options

Optum network doctors accept a wide range of health plans, so your clients can change plans without disrupting their care.

Recent health plan updates:

- **Anthem Blue Cross** and **Blue Shield of CA**: We've renewed our contract - we'll continue accepting their commercial and Medicare Advantage plans this year.
- **L.A. Care**: While our contract with their Medi-Cal plan ended on Dec. 31, 2025, we still accept their Covered CA and D-SNP plans in LA County. Physician panels will be temporarily closed to new L.A. Care Covered CA members. Existing members will not be impacted.

To see all of our accepted health plans, click below.

View accepted plans

4. Match clients with the right PCP

More choices for care nearby

The right doctor can make all the difference. If your client needs a new primary care physician (PCP), start with our Provider Spotlight. It features some of the Optum network PCPs who are welcoming new patients. Among them is Dr. Alwin Bagingito. He cares for patients at our **newest primary care clinic, Optum - Temecula**.

Get to know Dr. Bagingito and many of the other doctors in our growing network today.

Meet local PCPs

5. Connect your clients to more resources

Round-the-clock patient support

We offer patient support 24/7 through our:

Patient Support Center: Optum patients can call 1-800-403-4160 (TTY 711) for help with scheduling, billing, insurance, referrals, medical records and more.

24/7 Nurse Support Line: For answers to health questions and advice on non-emergency health issues, patients of Optum-owned clinics can access our nurse line at the number above.

Patient Resource Center: Here, patients can get new member information, resources for chronic conditions and health classes.

Find more resources

Agent Resources

optumCAnetwork.com: Get all the resources below and search our network of doctors here.

Agent Guide: Learn about all things Optum, like our member resources, contracted hospitals and accepted health plans here.

Optum team contacts: Meet the Optum team dedicated to supporting you here.

Health plans: View some of the health plans accepted in our networks here.