



July Agent Newsletter



Access to care 24/7 with our nurse line

Expert guidance and assistance

When patients call our 24/7 nurse support line, a trained nurse can help them:

- **Choose the best care option**, including self care, urgent care or a doctor's visit
- **Start self care confidently**
- **Schedule an appointment** for a next-day in-person visit or same-day virtual care visit

This service is offered at no added cost for patients of our owned clinics in Los Angeles and Orange counties. We also recently expanded it to patients of owned clinics in the Optum, formerly Beaver Medical Group, network.

[Learn more](#)



In-home urgent care with DispatchHealth

Same-day visits by a care team

We work with DispatchHealth to offer same-day in-home urgent care for our members in most SoCal cities. When a member needs urgent, non-emergency care, they should call their PCP. If their PCP is unavailable, they can call DispatchHealth or submit a request online. When appropriate, a qualified provider will arrive at the member's home within 4 hours to give them care. Visit notes will be shared with the member's doctor. The co-pay is usually the same as a standard in-network urgent care visit.¹

[Get the details](#)



Post-hospital support through CarePlus

Follow-up care and medical management

CarePlus is a 30-day program that gives members the support they need to safely

transition back to their homes after a hospital or nursing home stay. It's available to members in Orange and Los Angeles counties who have been referred to the program by their care manager. Within 7 days of being discharged from a care facility, members get a virtual or in-home visit from a provider to check on their recovery. The CarePlus team also helps members schedule follow-up appointments and manage medications.

[Explore CarePlus](#)



MyChart: Making health management easy

Now at many Orange County clinics

On July 15, we launched MyChart for patients at our owned clinics in the OCN — Monarch and Saddleback Medical Group networks. We sent these patients an email with the details.

The MyChart portal puts patients' health details at their fingertips, allowing them to:

- Schedule appointments and message their doctor
- Get lab results faster and on demand
- See upcoming appointments and bills
- View prescriptions and request refills

The MyChart portal is expanding to more networks soon - stay tuned!

[Find out more](#)



Local, in-network primary care

Find the right fit for your clients

Your search for local PCPs for your clients is now easier than ever. Check out our Provider Spotlight today. You'll meet some of the doctors in our networks who are welcoming new patients. This includes Dr. Renuka Patel. She's an internal medicine doctor who speaks English, Hindi and Gujarati. Dr. Patel recently joined our Optum — Downey clinic. She brings a passion for patient care and experience in geriatric health. Friendly and approachable, Dr. Patel builds meaningful connections with patients.

[See the spotlight](#)

Agent Resources



Care Finder: Get all the resources below and search our network of PCPs [here](#).

Agent Guide: Learn about all things Optum, including our member resources, contracted hospitals and accepted health plans [here](#).

Growth Team contacts: Meet the Optum team dedicated to supporting you [here](#).

Health plans: View the list of the health plans we accept in each of our SoCal networks [here](#).

¹ Members should verify costs and benefits with their health plan.

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