



CALIFORNIA SCHOOLS
VEBA



Need a Hand? **VEBA Advocacy** Can Help

Navigating the health care system can be a confusing and complicated experience. The VEBA Advocacy Team is here to support you. VEBA members can reach out to an advocate when you experience an issue with your insurance carrier or health care provider, want to learn more about your VEBA benefits or need help selecting a new health care provider.

Guidance Navigating the Health Care System:

- **Access to Care:** When you're having trouble getting treatment or an appointment with a doctor.
- **Billing/Denial of Claim:** When you receive a bill that may be incorrect or are billed for covered services.
- **Second Opinion:** If you would like a second opinion from a different provider after receiving a diagnosis or treatment plan.
- **Prescription Issues:** Any issues with prescriptions including denials, copays, prior authorization for prescriptions or issues with an Rx carrier.
- **Referral/Prior Authorization:** If you have questions about obtaining a referral or prior authorization.

Learn How to Maximize your Benefits:

- **Open Enrollment:** Support you with information about new plans and benefit options during Open Enrollment.
- **Find a High-Quality Provider:** Connect you with the highest quality medical groups available through the plans offered by your districts.
- **VEBA Resource Center (VRC):** The VRC connects you with a wide range of in-person and virtual services and resources including behavioral health, fitness classes, nutrition education and integrated care.
- **EAP/Mental Health:** Any questions or eligibility issues regarding the Employee Assistance Program (EAP) or mental health benefits, including appointments with Psych Centers San Diego.
- **Teladoc Medical Experts Second Opinion:** Help coordinate a second opinion with over 50,000 world-renowned physicians, experienced in 450 specialties and subspecialties.
- **Pharmacy Discount:** Explain ways you may be eligible for reduced or \$0 copays if certain specialty medications or generic hypertension, hypoglycemic or cholesterol medications are delivered by mail.



Questions about what your VEBA benefits can do for you and your family? Call **888-276-0250** or visit vebaonline.com/contact to contact our VEBA Advocacy Team.

