




# What To Say When Seeking Care


## Primary Care Physician (PCP) or Specialist (SP):

1. Search for your provider online through [MAGNACARE](#)
2. When at your PCP or SP office show the front desk gatekeeper the MagnaCare logo on the front of your ID card.
3. Remember you can use a PCP or SP outside of the MagnaCare doctor only network, it is always recommended to try and schedule an appointment, as many Oaks Health Plan Participants have used their doctors with no issues. If your doctor outside of the MagnaCare network refuses care, call Imagine 360 and they will try to work with your doctor to set up an agreement for your specific healthcare needs.

## Urgent Care:

1. MedExpress (Optum) Urgent Care Centers are apart of Imagine Health 
2. Search for a MedExpress online through Imagine Health (click on the Imagine Health link under important
3. links.) When visiting a MedExpress show the front desk gatekeeper the Imagine Health logo on the front of your ID card.
4. Not near a MedExpress? Go to your nearest urgent care or emergency room for care.

## Penn Medicine Hospitals & Doctors

1. Penn Medicine doctors and facilities are apart of 
2. Search for a Penn Medicine doctors and facilities online via the below link.
3. When visiting a Penn Medicine doctor or facility show the front desk gatekeeper the Imagine Health logo on the front of your ID card.

## Important Links

**MAGNACARE**<sup>SM</sup>

[clm.magnacare.com/providerlocator](http://clm.magnacare.com/providerlocator)

*imagine*  
HEALTH

[providers.imaginehealth.com](http://providers.imaginehealth.com)

 **UCM**  
DIGITAL HEALTH

[www.goseesam.com](http://www.goseesam.com)



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## UCM Digital “Meet Sam”



1. UCM is a convenient tele-medicine provider offering 24/7 care at \$0 copay.
2. Members may also use UCM for virtual primary care or mental health consultations for only a \$20 copay.
3. You can utilize this service by calling 1-844-VIP-DOC or [www.goseesam.com](http://www.goseesam.com)

## CVS Minute Clinic and Quest

1. CVS Minute Clinic and Quest are apart of *imagine* HEALTH
2. Search for a CVS Minute Clinic or quest online via the below link.
3. When visiting a Penn Medicine doctor or facility show the front desk gatekeeper the Imagine Health logo on the front of your ID card.

## All Other Providers:

- Already have a doctor or need to see a doctor not participating in the above access points. The Oaks Health Plan allows you to work with your preferred doctor or hospital. Many times, Oaks health plan members can access care with no issues. Some doctors may not be familiar to a plan that provides open access and may require further education from your health plan.

## Still having problems accessing care?

The first number you should call is the member services phone number on your Imagine 360 ID card 800.903.4360 or contact your Oaks Benefit Guardian 856.360.7110 or [oaksguardian@ibpllc.com](mailto:oaksguardian@ibpllc.com).

## Important Links



[clm.magnacare.com/providerlocator](http://clm.magnacare.com/providerlocator)



[providers.imaginehealth.com](http://providers.imaginehealth.com)



[www.goseesam.com](http://www.goseesam.com)