

1 *good thing*

One Good Thing

This week we talked with UCSF Health Care Facilitator and Manager **Sue Forstat** and Assistant Health Care Facilitator **Emily Place** about their work helping employees navigate health insurance and health care, get the care they need, and resolve insurance issues.



“ We love that we can save people time so they can stay focused on the work they do best. ”

Sue Forstall
Health Care Facilitator
and Manager

Emily Place
Assistant Health
Care Facilitator

Your Health Support Team

Tell us about the [UCSF Health Care Facilitator Program](#).

We serve in an Ombuds-like role providing individual consultation, presentations, and workshops that help employees navigate health insurance and health care, get the care they need, and resolve issues. Our job is to simplify the health care system, give meaning to the jargon and provide guidance on where to start. We also coach people on how to better advocate for themselves. In addition to employees and their dependents, we also serve retirees and their dependents as well as trainees (Residents/Fellows), and Postdoctoral Scholars. (Learn more below).

How did you learn so much about the health care system?

Sue: I have many years of nursing experience and working in clinical settings. I appreciate that I can use my knowledge of the health care system—what I know, what I’ve learned, and who I am—to help fellow employees and retirees.

Emily: It’s been part of my career journey. I’ve worked in a variety of health care roles and departments at UCSF over the last nine years, and I’m currently pursuing my MPH (Masters of Public Health). Through my roles at UCSF, I’ve been both on the patient care side and provider side of the health care system in an academic setting.

What advice would you give to those managing care for themselves or others?

1. **Always carry your insurance card with you.**
2. **Ask questions, ask for help or ask for resources if you need them.** You are not alone. Even Nobel Prize winners can find it confusing. Our current health care system is not easy to understand for consumers, making it hard to get the care you need and ensure your health insurance plan works for you.
3. **Keep in mind that health care is always changing,** and so are the answers to the questions people have and the problems people encounter. The UCSF Health Care Facilitator Program can help identify the root problem, help you make the decisions and provide you resources and support. Above all our role is about interaction and helping people make decisions. It’s not about us memorizing all the nuances of the system; it’s about working together to find solutions.

Sue and Emily's favorite cookie jar treat:

Sue: Peanut Butter

Emily: Classic Chocolate Chip

(Cookies are nice, but Sue and Emily really want pie.)

But wait, there's more.

The Health Care Facilitator Program Can Help!

Whether your problem is with coverage, access or billing, chances are a [health care facilitator](#) can help you sort it out!

- Clarifying your UC health plan coverage and patient right
- Helping with billing problems for services which are covered by the health plan
- Providing a detailed comparison of your benefit options when you have a complex medical condition
- Explaining how you can appeal a decision made by your health plan
- Intervening on your behalf with health plan representatives
- Answering questions about Medicare enrollment requirements and process; and how Medicare coordinates with retiree insurance

Got retirement on your mind?

For retirees, we provide the same services we do for employees and we help with the complexities of Medicare. When an employee member retires, our UC retiree benefits and their Medicare benefits intersect, and we can help explain and assist with that transition. We also stay connected with retirees; we want them to know someone is here to support them and their families.

About One Good Thing

You like good news, and we want to share more of what's good in 2019 with our FAS community.

One Good Thing is the "cookie jar" of emails: open it up for a quick, sweet break in your week! Every Wednesday, we'll share One Good Thing happening in FAS.

Check out last week's One Good Thing: [Art on the Move](#)

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