

University Medical Center (UMC) Narrow Network plan

The University Medical Center (UMC) Narrow Network plan is a new kind of health plan. It gives you access to all of the providers at the region's top hospital — the University Medical Center of El Paso. Plus, you'll have access to care at any of the facilities listed in the chart below.



UMC is the only hospital in El Paso to be named three times as one of America's top 100 hospitals in a study by IBM Watson Health®.

When you receive care within this network of providers, you'll get the highest level of benefits, and your out-of-pocket costs will be lower.

| Name | Type/Description | Service Location | Suite | City | County | ST | ZIP |
|--|----------------------------------|----------------------------|-------|----------------|----------------|-----------|--------------|
| El Paso Children's Hospital Corporation | Acute Short-Term Hospital | 4845 Alameda Avenue | | El Paso | El Paso | TX | 79905 |
| University Medical Center of El Paso | Acute Short-Term Hospital | 4815 Alameda Avenue | | El Paso | El Paso | TX | 79905 |
| Concentra Health Services, Inc. | Urgent Care Center | 1610 North Zaragoza Road | D1 | El Paso | El Paso | TX | 79936 |
| Concentra Health Services, Inc. | Urgent Care Center | 6320 Gateway Blvd. East | | El Paso | El Paso | TX | 79905 |
| Country Club Urgent Care Center, LLC | Urgent Care Center | 8041 North Mesa Street | B2 | El Paso | El Paso | TX | 79932 |
| El Paso Urgent Care Center | Urgent Care Center | 10501 Gateway Blvd. West | 105 | El Paso | El Paso | TX | 79925 |
| Southwest Urgent Care Center, LLC | Urgent Care Center | 2030 North Mesa Street | | El Paso | El Paso | TX | 79902 |
| Summit Urgent Care Center, PA | Urgent Care Center | 1523 North Zaragoza Road | | El Paso | El Paso | TX | 79936 |
| UCare | Urgent Care Center | 3051 North Zaragoza Road | | El Paso | El Paso | TX | 79938 |
| UCare | Urgent Care Center | 1618 Lee Trevino Drive | C | El Paso | El Paso | TX | 79936 |
| Upper Valley Urgent Care Center, PA | Urgent Care Center | 121 East Redd Road | | El Paso | El Paso | TX | 79932 |

Build your care team

To search for providers who are part of the University Medical Center (UMC) Narrow Network plan, visit **Aetna.com**. Under Quick Links, choose **Find a doctor**. Then, under **Guests**, select **Individual health plan**.

Next, enter your ZIP code, and under **Select a Plan**, look for **State Based Plans** and select **(TX) El Paso – Option One MC**. You can also type **Option One** in the search field, and the UMC

Network will appear at the top of the list. On the next screen, you can type a name, specialty, procedure or condition in the search box. Or select one of the categories listed for other search options.

Although the plan doesn't require you to choose a PCP, it's an important relationship that can make all the difference in your health and care.

Getting comfortable with your plan

Since the UMC Narrow Network plan is a new type of plan, you might have some questions.

Q: What is a narrow network, and why is it being offered?

A: This plan offers a smaller network of doctors, hospitals and clinics chosen to give you quality care at lower costs. While this means you have fewer providers to select from, the narrow network helps control the cost of health care services. This may mean lower premium costs and lower coinsurance/copays for you.

Q: Can I visit doctors who aren't part of the UMC Narrow Network plan?

A: Yes, you'll be covered for out-of-network care. However, your out-of-pocket costs will be higher.

Q: What if I'm away from home and need care?

A: True emergencies are always covered at the in-network benefits level, no matter where you are. However, if you go outside the network for a non-emergency, you may have to pay additional costs not covered by your plan.



Note that many doctors and facilities now offer telehealth services, so care away from home may be available. You can also use **Teladoc**® to connect with a doctor 24/7/365 by video, phone or app. Teladoc doctors can treat less urgent health issues like cold and flu symptoms, allergies, sprains, respiratory infections and more.



For self-funded plans, coverage is offered by your employer, and administrative services are provided by Aetna Life Insurance Company (Aetna). Providers are independent contractors and are not agents of Aetna®. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna plans.

Teladoc is not available to all members. Teladoc and Teladoc physicians are independent contractors and are not agents of Aetna. Visit [Teladoc.com/Aetna](https://www.teladoc.com/Aetna) for a complete description of the limitations of Teladoc services. Teladoc is a registered trademark of Teladoc Health, Inc.

[Aetna.com](https://www.aetna.com)

CCG ELPASOCNTY-0007 (9/21) ©2021 Aetna Inc.

