

# Urgent Notice to PacifiCare RNs: Know Your Rights to Keep Your PacifiCare Doctor

- California law protects your right to keep your PacifiCare doctor after December 31 for six specific conditions: (in situations like UC terminating PacifiCare and switching you to HealthNet):
  1. Pregnancy and post-partum period
  2. Care of a child between birth and age 36 months
  3. Planned surgery
  4. Terminal illness
  5. Serious chronic condition
  6. Acute condition
- Your PacifiCare doctor must be willing to accept HealthNet rates, and this transitional care will be paid for by HealthNet for 12 months maximum. These are called your “Knox-Keene” rights.
- To get a copy of the relevant sections of the law, email [ucnurses@calnurses.org](mailto:ucnurses@calnurses.org).
- You can also contact the California Department of Managed Health Care, which protects HMO consumers and enforces this law, at 1-888-HMO-2219, or online at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov).
- UC is well aware of your Knox-Keene rights, but chose not to inform you of them, in either the letter sent to you home, or in their open enrollment brochure.

## BEWARE: UC Health Assessment Questionnaire is NOT Confidential

- UC really wants you to fill out their 2008 Health Assessment Questionnaire, and markets the questionnaire as “voluntary and confidential”.
- While this year the questionnaire is voluntary, it definitely is NOT confidential.
- In responses to CNA’s written questions, UC admits that their questionnaire subcontractor (StayWell) CAN GIVE your questionnaire answers to your insurance plan. These questionnaires typically cover extremely personal matters. This means your private and personal answers do not stay with the questionnaire subcontractor, and instead can be sent to your health insurance plan.
- How does UC plan on getting around this confidentiality problem and yet still get you to give the health plan your very private and personal medical information?
  - First, by not telling you it is not confidential.
  - Second, by inserting a terms-of-use statement at the beginning of the on-line questionnaire that you have to accept before you can get to the questionnaire. And counting on you not reading the terms-of-use statement, especially when you have been repeatedly assured that the questionnaire is confidential.
- These “wellness questionnaires” are one of the current fads in the health insurance business. Often the incentive to get you to participate in the first year is a gift certificate. The incentive in subsequent years may be dramatic health insurance premiums increases if you and your dependents do not follow the recommendations of your “wellness counselor”. This is one of the issues Sutter RNs struck 2 days over last week (Sutter is a large hospital chain in northern California.).

### 10,000 UC RNs Will Be Heard: Sign the Open Letter!

For more information, contact your CNA rep or labor rep, or email CNA at [ucdivision@calnurses.org](mailto:ucdivision@calnurses.org).

CNA Hotline: 1-800-284-4518

[www.calnurses.org](http://www.calnurses.org)