



UHC | Sanitas Agent Reference Guide

Who We Are

Sanitas Medical Centers provide value-based primary care focused on prevention, chronic disease management, same-day access, and a connected patient experience.

Patients have access to primary care providers, walk-in and same-day urgent appointments, labs, mental health services, and more. All designed to make health care easier and more convenient.

Why Choose Sanitas?



Same-day appointments



Multiple Texas locations



Integrated mental health services



On-site labs, with ultrasound and X-ray available at select locations



Pediatric care



Bilingual providers and staff

Who Should Consider **Sanitas**?

A great option for members who value convenient, coordinated and personalized care.



Individuals and families looking for a trusted primary care provider



Parents and families seeking **convenient pediatric care** for their children



Patients managing chronic conditions who benefit from ongoing, coordinated care



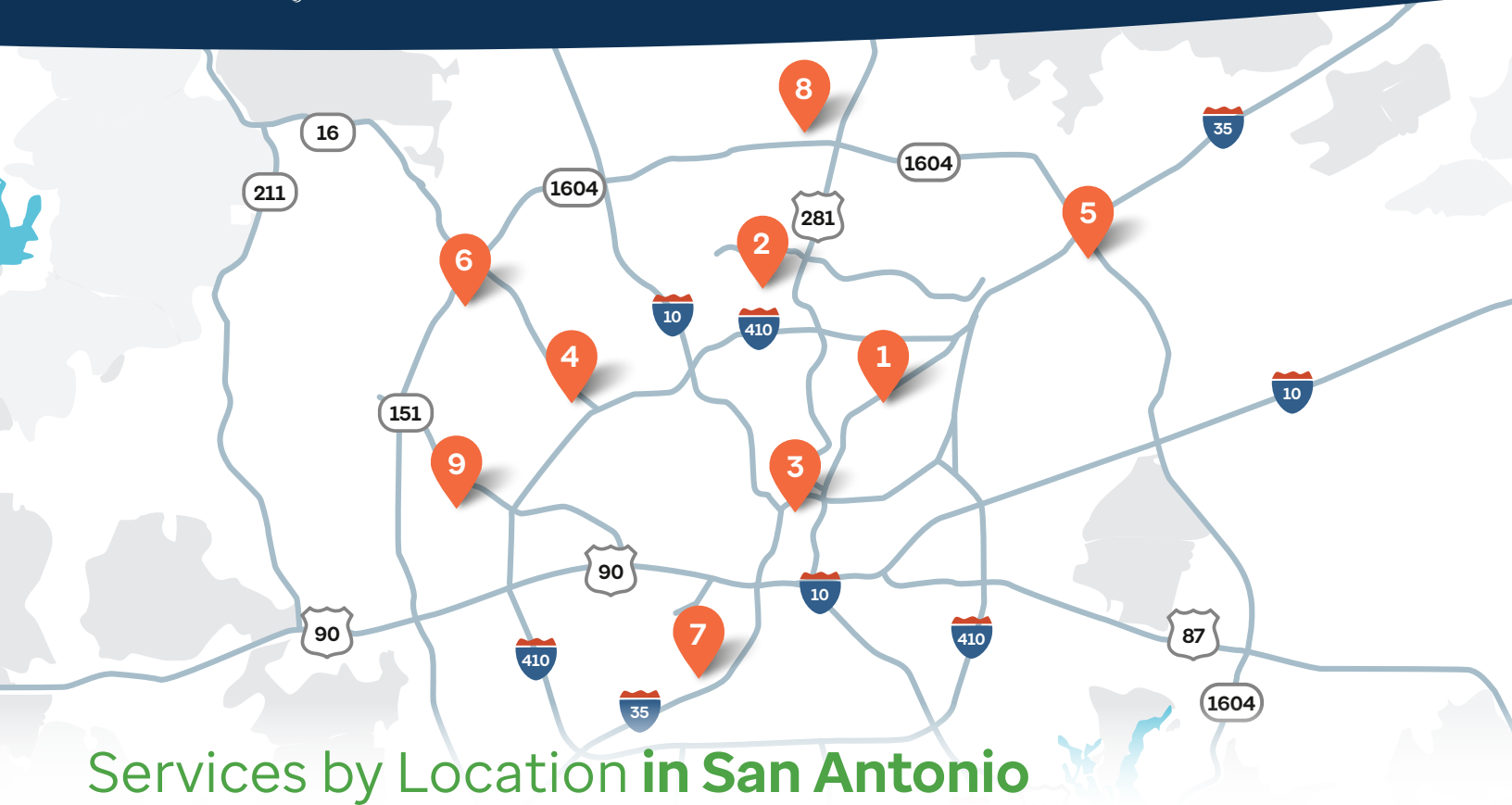
Patients with complex health care needs who value a care team that helps coordinate their care



Patients who value having multiple services coordinated through one care team



Busy individuals who value convenient access, including walk-in urgent care, same-day appointments



Services by Location in San Antonio

Clinic	Pediatrics*	Labs	Mental Health	Ultrasound	X-Ray
1. Alamo Heights	✓	✓	✓		
2. Castle Hills	✓	✓	✓		
3. Downtown	✓	✓	✓		
4. Leon Valley	✓	✓	✓	✓	
5. Live Oak	✓	✓	✓		
6. Northwest	✓	✓	✓		
7. Southside	✓	✓	✓		
8. Stone Oak	✓	✓	✓	✓	✓
9. Westover Hills	✓	✓	✓		

*Please refer to the provider bio on our website for the specific pediatric age group served at each clinic.



Services by Location in Fort Bend County

Clinic	Pediatrics*	Labs	Mental Health	Ultrasound	X-Ray
1. Katy	✓	✓	✓		
2. Rosenberg	✓	✓	✓		
3. Sugar Land	✓	✓	✓	✓	✓
4. Missouri City	✓	✓	✓		

*Please refer to the provider bio on our website for the specific pediatric age group served at each clinic.



Where can I learn more about Sanitas Providers?

Provider profiles are available on the Sanitas website. Agents can browse providers by location to learn more about their background, specialties, languages spoken, specific age groups they serve and areas of clinical interest.



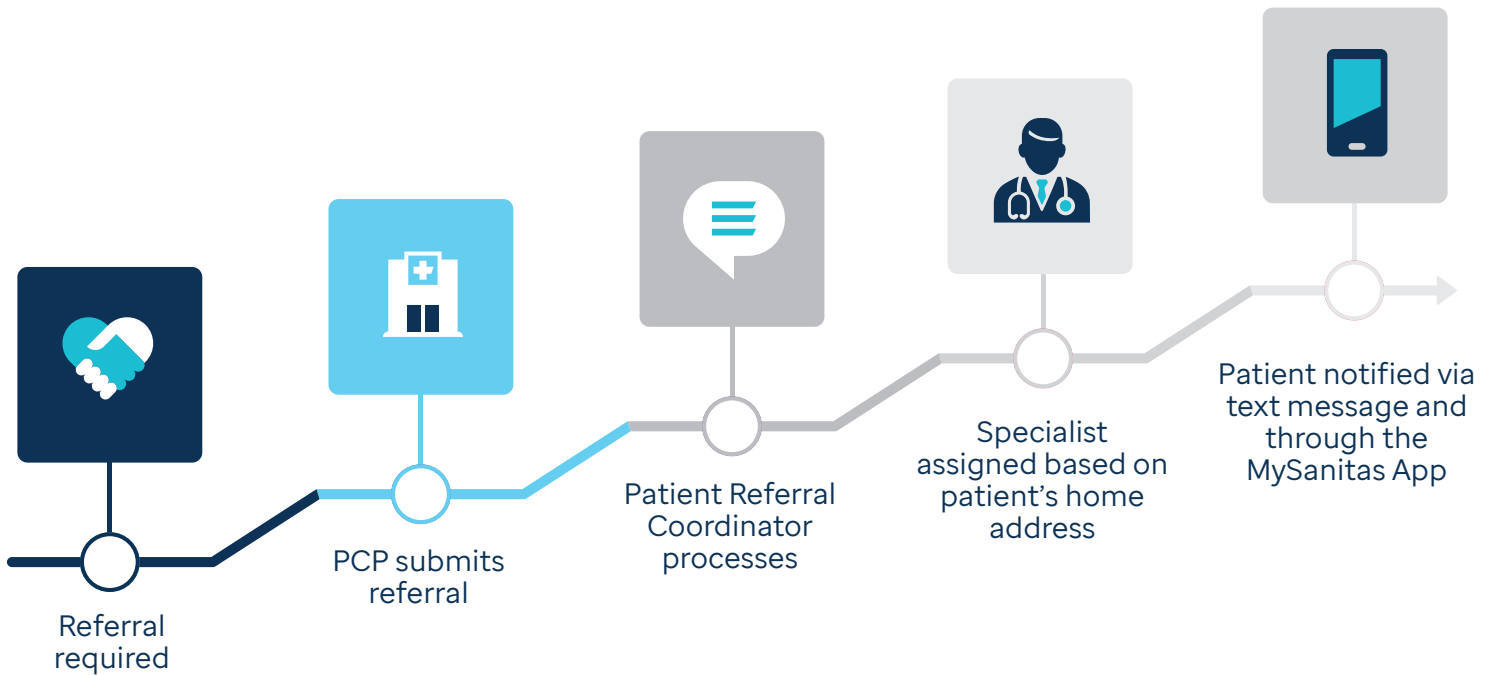
Visit our Provider Directory



Tip for Agents:

Encourage members to review provider profiles before selecting a PCP. Choosing a provider based on location, language preference, and clinical interests can help create a better patient experience.

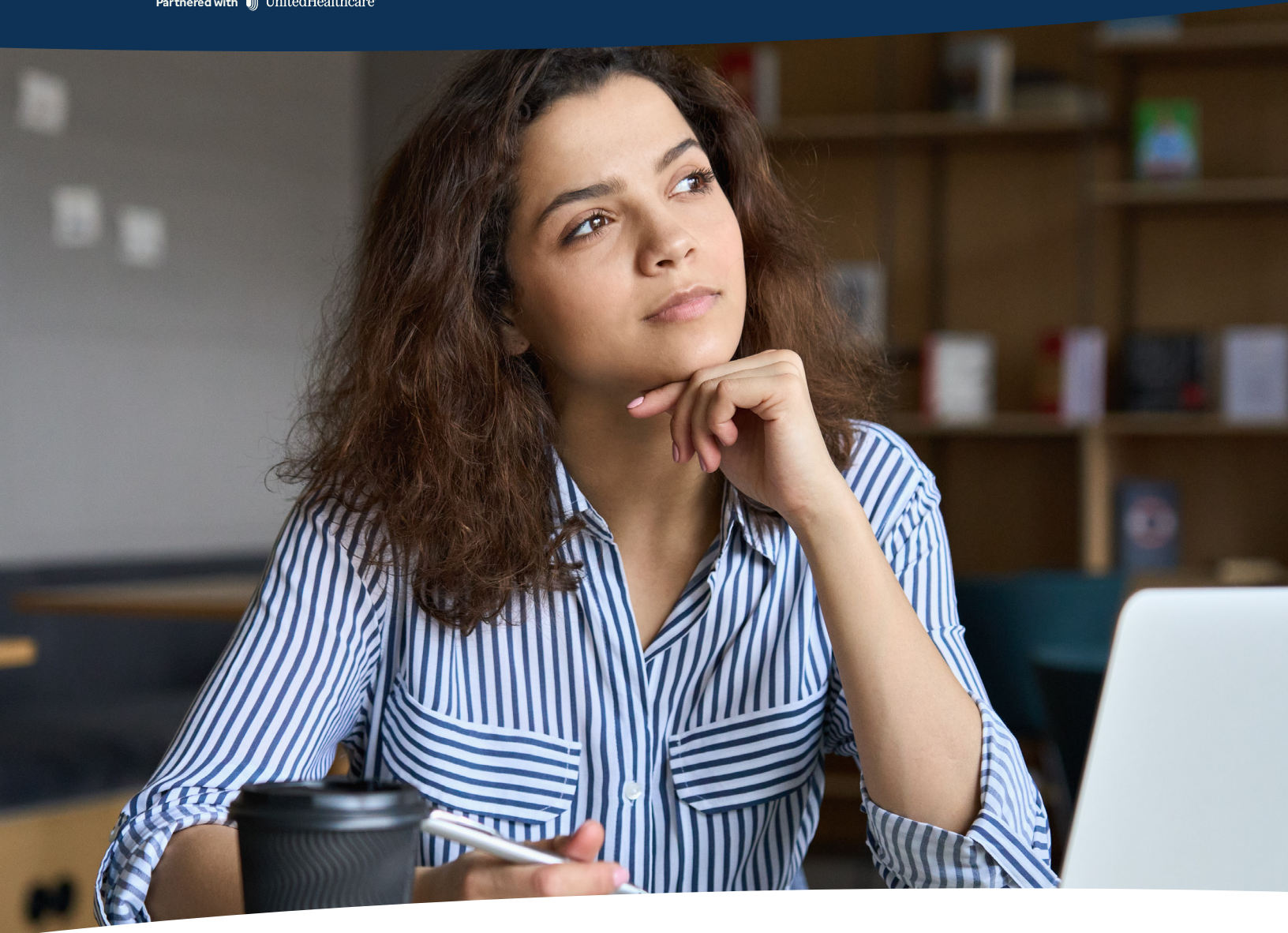
Referral Guide



There are certain specialties that UHC | Sanitas members have **direct access** where no referral is required:

- ✓ OB/GYN
- ✓ Mental Health
- ✓ PT
- ✓ OT
- ✓ Speech
- ✓ Chiropractic

For a more comprehensive list refer to the UHC website.



Frequently Asked Questions

Can I walk in?

Yes. Walk-ins for urgent care services are welcome for established patients. If you're a new patient and have never been seen at Sanitas before, you'll need to schedule your first appointment. Initial visits are longer because your care team takes time to get to know you, review your medical history, and establish your care plan.

Do you see kids?

Yes. Pediatric services are available at all Texas clinics, with the minimum patient age varying by location. Refer to the provider's bio on our website for the latest information.



Do I need an appointment?

Appointments are recommended to help minimize wait times and ensure the appropriate amount of time is reserved for your visit. Walk-ins are available for established patients. New patients should schedule their first appointment.



Note:

If the patient has never been seen at Sanitas before, they should schedule their first appointment, as initial visits are longer and include a comprehensive health assessment.

Can I stay with my PCP?

Members enrolled in a UHC | Sanitas plan receive their primary care through a Sanitas provider. Members can review Sanitas provider profiles and select the location and provider that best meets their needs.



Tip for Agents:

Encourage members to choose the Sanitas location and provider that is most convenient for them. Patients can view provider profiles before selecting their PCP.

What languages do providers speak?

Many of our providers and care team members are bilingual in English and Spanish. In addition, every Sanitas clinic has access to **on-demand medical interpretation** services, allowing us to communicate with patients in virtually any language.



Good to Know:

Language should never be a barrier to receiving care at Sanitas. Our interpretation services are available to support patients during their visits as needed.

Do you offer labs?

Yes. All Sanitas medical centers offer **in-house lab specimen collection** for provider-ordered tests during a scheduled appointment. Samples are collected during your visit and sent to **Quest Diagnostics** for processing.



Good to Know:

Having labs collected at your Sanitas clinic helps make your visit more convenient by reducing the need for an additional stop. Results are shared with your provider to review and discuss with you as appropriate.

How do referrals work?

If a patient needs to see a specialist, their Sanitas Provider will request a referral. Once processed, the patient will be contacted with the referral details.



Good to Know:

- Most specialist visits require a referral from a Sanitas PCP.
- Referrals are generally valid for **6 months** and up to **3 visits**.
- **Direct Access** services do **not** require a referral.

These include:

- OB/GYN
- Mental Health (Behavioral Health)
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Chiropractic Care

Agent Tip:

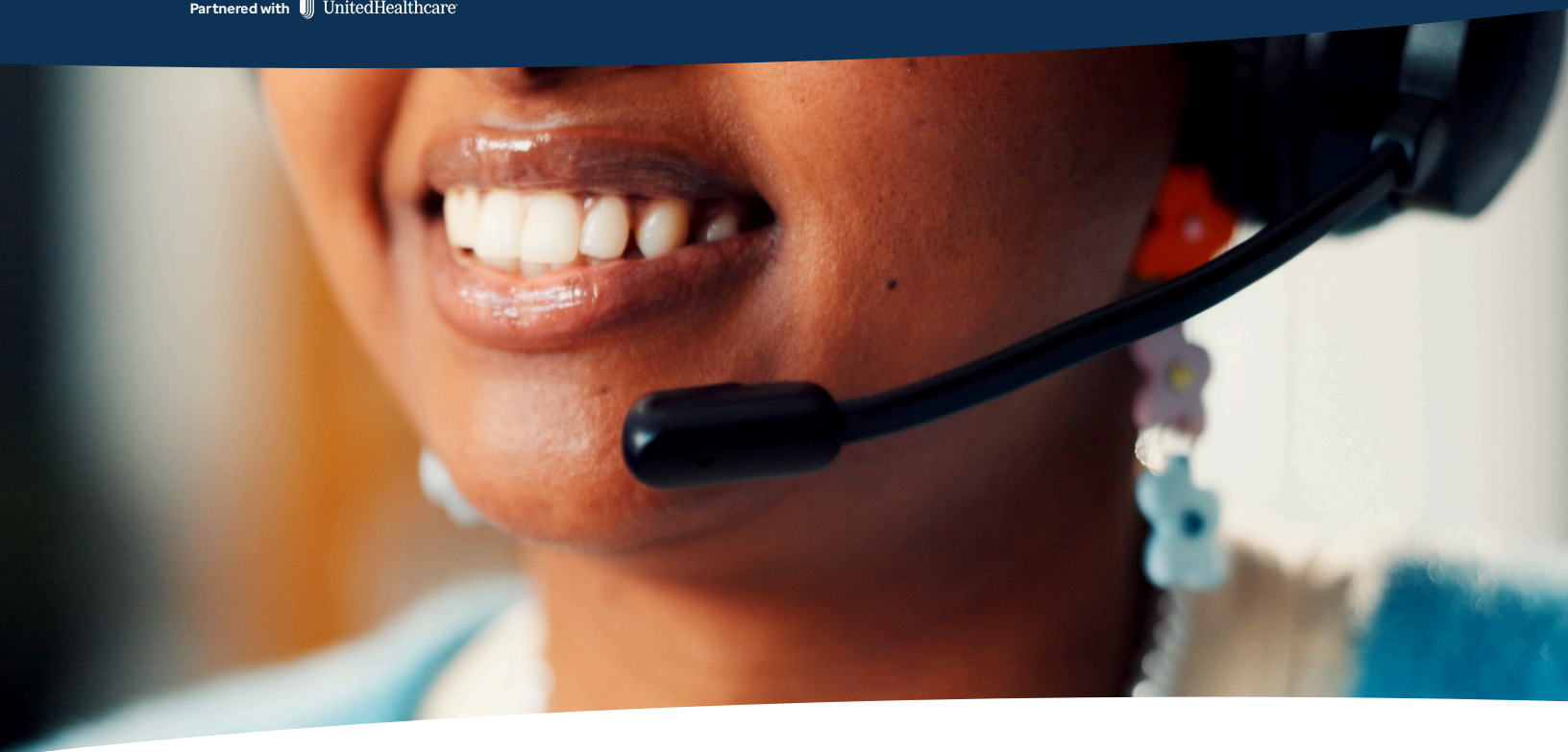
When in doubt, encourage members to book a visit with their Sanitas Provider. The provider will coordinate any specialty care needed.

What if I need care after hours?

Unless it's an emergency, your local Sanitas Medical Center is always your first stop for care, where you can find telehealth visits and walk-in appointments.



If you need care after hours, your UHC plan provides in-network virtual urgent care 24/7 through the **UnitedHealthcare® app** or **myuhc.com/exchange**.



Contact Details



UHC Advocates

San Antonio: Available in our
Northwest & Leon Valley locations
Fort Bend County: Coming soon



Community Engagement

Maria Rendon
Community Engagement Manager
San Antonio
1-210-627-5074
mrendon@mysanitas.com

Patricia Barboza
Community Engagement Manager
Fort Bend County
1-832-849-7031
pbarboza@mysanitas.com



Broker Support

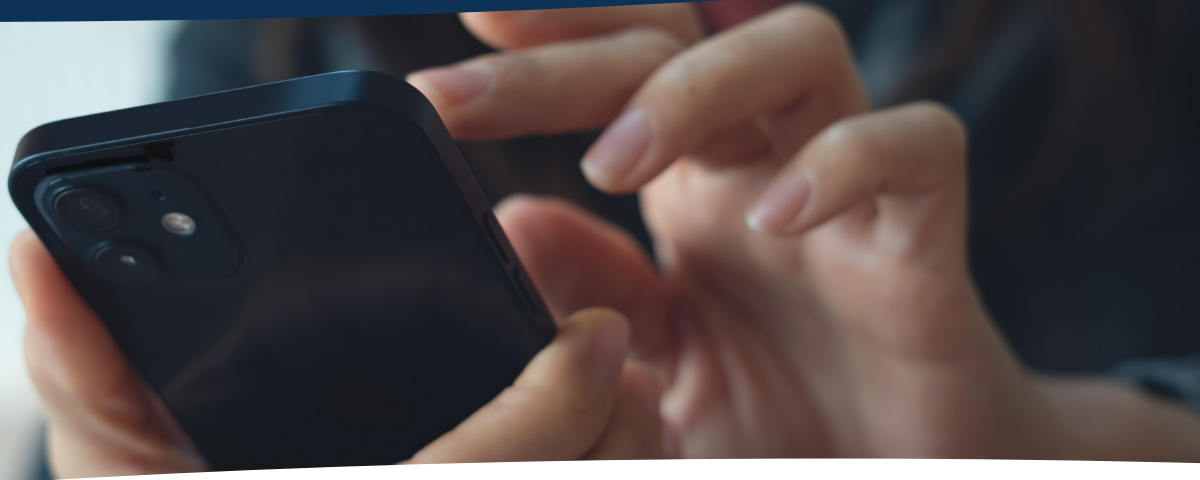
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For scheduling appointments

1-844-235-7742

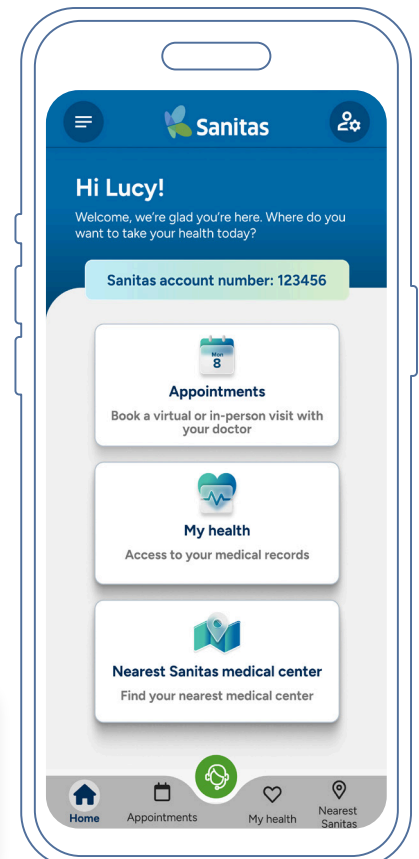


mySanitas App

Access Sanitas services in English or Spanish through the mySanitas app, with care that stays connected whether you're visiting a Sanitas Medical Center or receiving care virtually from home.

-  Connect with Sanitas providers via phone or video for health needs.
-  Book appointments with your care team.
-  Access your medical record, health history, and lab results.

Download:





Broker **Best Practices**

- ✓ **Help your clients get connected** to care after enrollment.
- ✓ **Schedule** their first visit.
- ✓ **Help clients identify** their PCP and clinic location.
- ✓ **Know their care options:** Remind clients about same-day appointments, walk-in care, and telehealth.
- ✓ **Follow up:** A quick check-in after enrollment can help ensure clients know how and where to access care.

Call to book an appointment
1-844-235-7742

Agent Tip:

After enrollment, encourage your client to schedule their first Sanitas appointment. Helping members establish care early makes it easier for them to connect with their care team and begin using their Sanitas benefits.



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