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UnitedHealthcare Sanitas plan
Agent Reference Guide

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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 appointments, labs, mental health services, and more. All designed to make health care easier and more convenient.

Why **Choose Sanitas?**

- Same-day appointments
- Multiple Florida locations
- Integrated mental health services
- On-site labs, with ultrasound and X-ray available at select locations
- Pediatric care available at select locations
- Bilingual providers and staff

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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



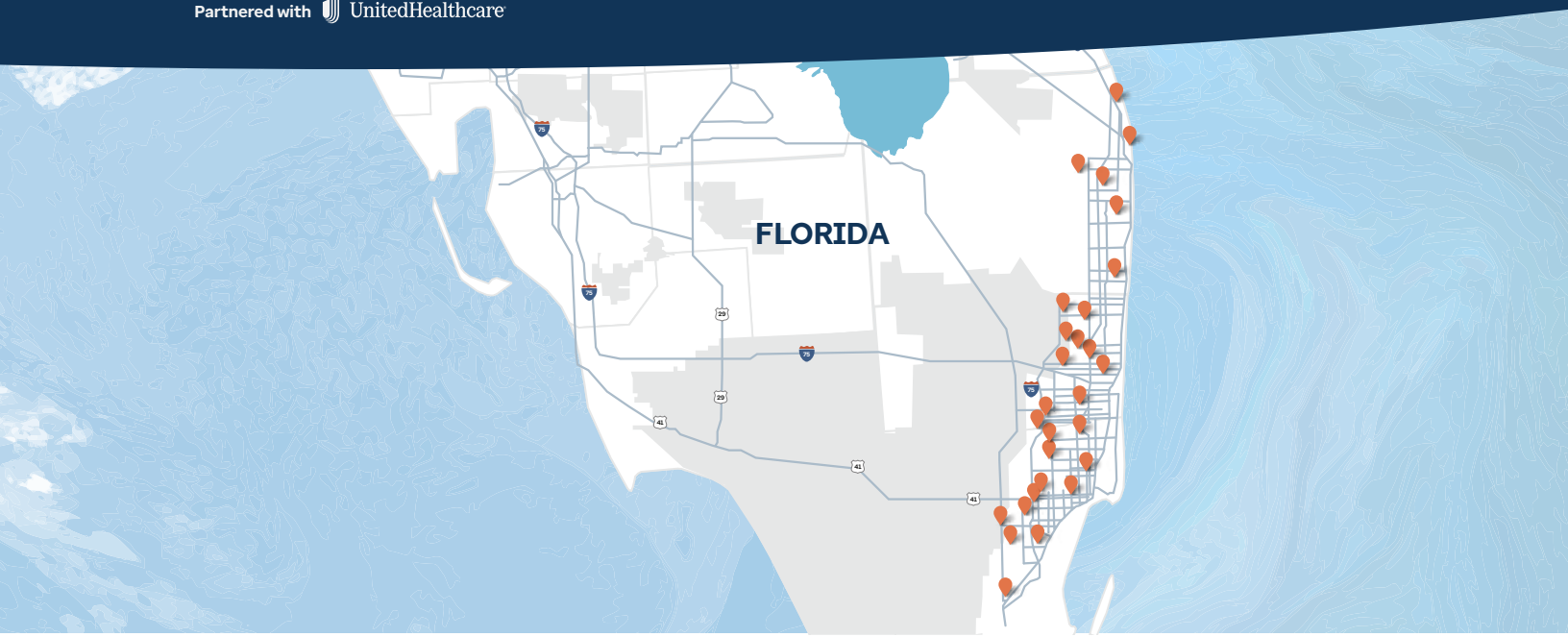
Patients who value having multiple services coordinated through one care team



Busy individuals who value convenient access, including walk-in, same-day visits

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Services in **Florida**

Miami-Dade

■	Buena Vista	5385 NE 2nd Ave
	Country Walk	14409 Country Walk Dr
	Coral Way	1313 SW 27th Ave
■ ■	Doral	2000 NW 87th Ave
■	Hialeah	1060 W 49th St
	Homestead	600 NE 22nd Ter
■ ■	Kendall	7135 SW 117th Ave
■ ■	Miami Lakes	18610 NW 87th Ave
	Miami Lakes Main St	15600 NW 67th Ave
	North Miami	16875 NW 2nd Ave
	Palmetto Bay	8950 SW 152nd St
■	West Kendall	8945 SW 162nd Ave
	Westchester	9736 SW 24th St

Palm Beach

	Boca Raton	880 NW 13th St
	Boynton Beach	1501 N Congress Ave
■	Lake Worth	5960 Jog Rd
	Palm Beach Gardens	3401 PGA Blvd
	Wellington	1397 Medical Park Blvd
	West Palm Beach	1515 N Flagler Dr

Broward

	Central Broward	2711 W Sunrise Blvd
	Coral Springs	3001 Coral Hills Dr
	Ft Lauderdale	2150 S Andrews Ave
	Hollywood	6100 Hollywood Blvd
■	Lauderdale Lakes	4850 W Oakland Park Blvd
	Miramar	12507 Miramar Pkwy
	Tamarac	7342 W Commercial Blvd
■	Plantation	180 SW 84th Ave
■	Coconut Creek	4925 Coconut Creek Pkwy

Specialized primary care centers:

- ■ Diagnostic imaging
- ■ Pediatrics

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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 and areas of clinical interest.

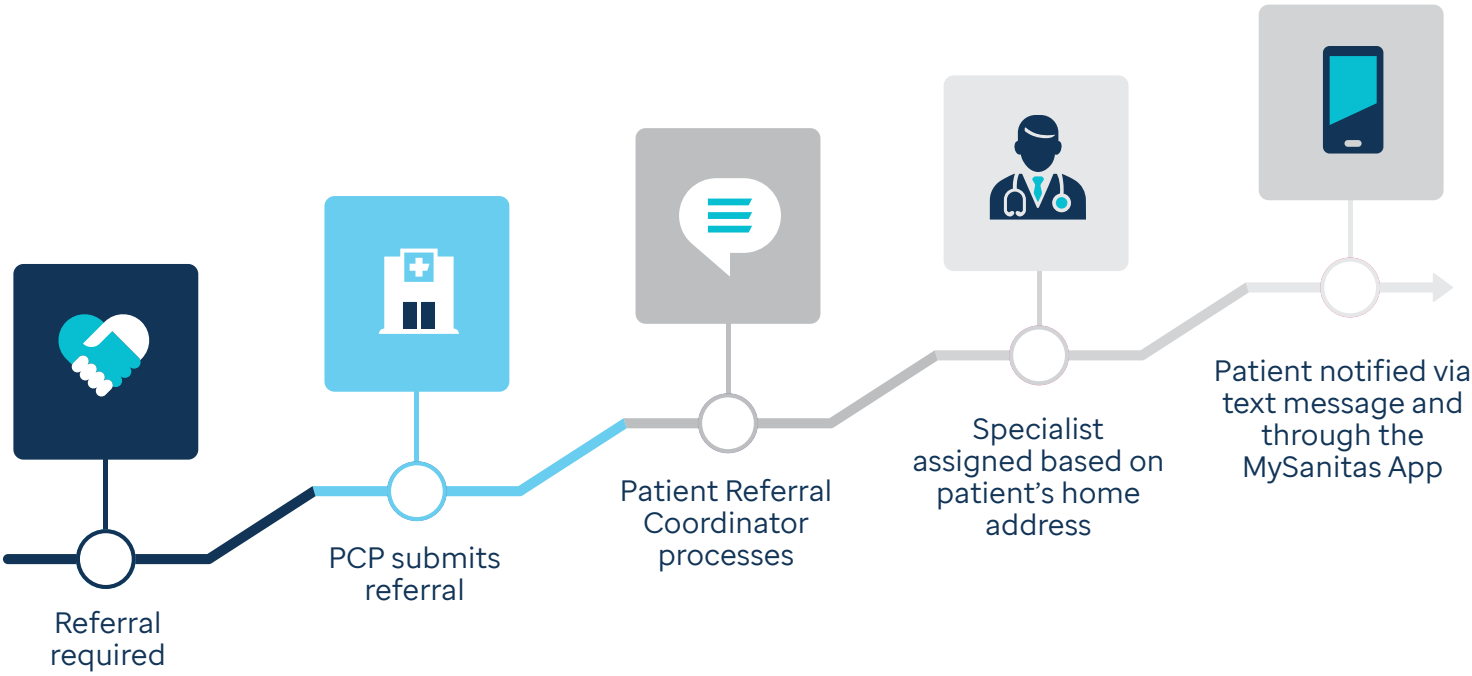
Visit our Provider Directory

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.

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Referral **Guide**

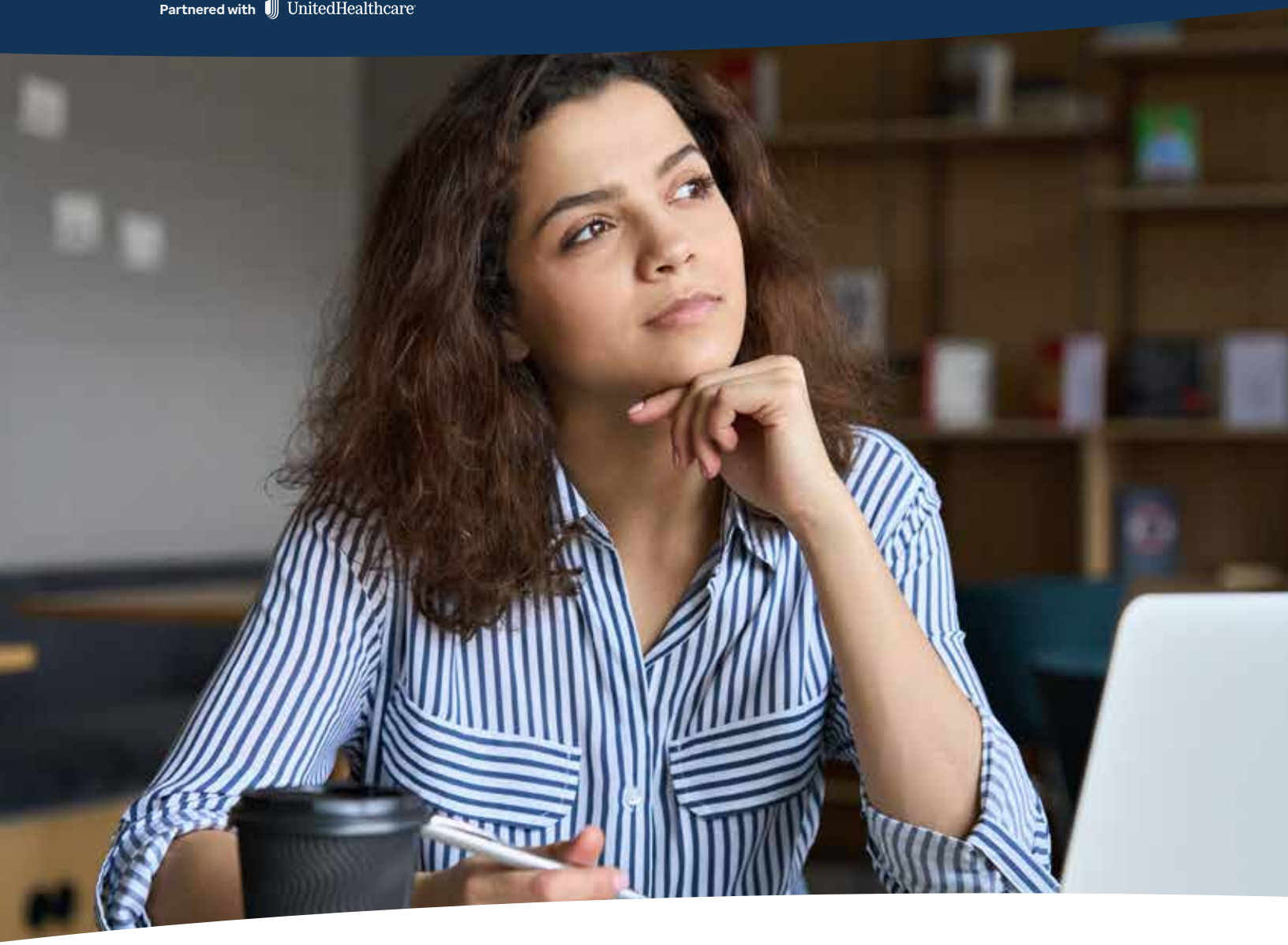


There are certain specialties that UnitedHealthcare Sanitas plan members have **direct access** where no referral is required:

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

For a more comprehensive list refer to the UnitedHealthcare website.

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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.

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Do you see kids?

Yes. Pediatric services are available at some Florida clinics. Refer to 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 UnitedHealthcare 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.

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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.

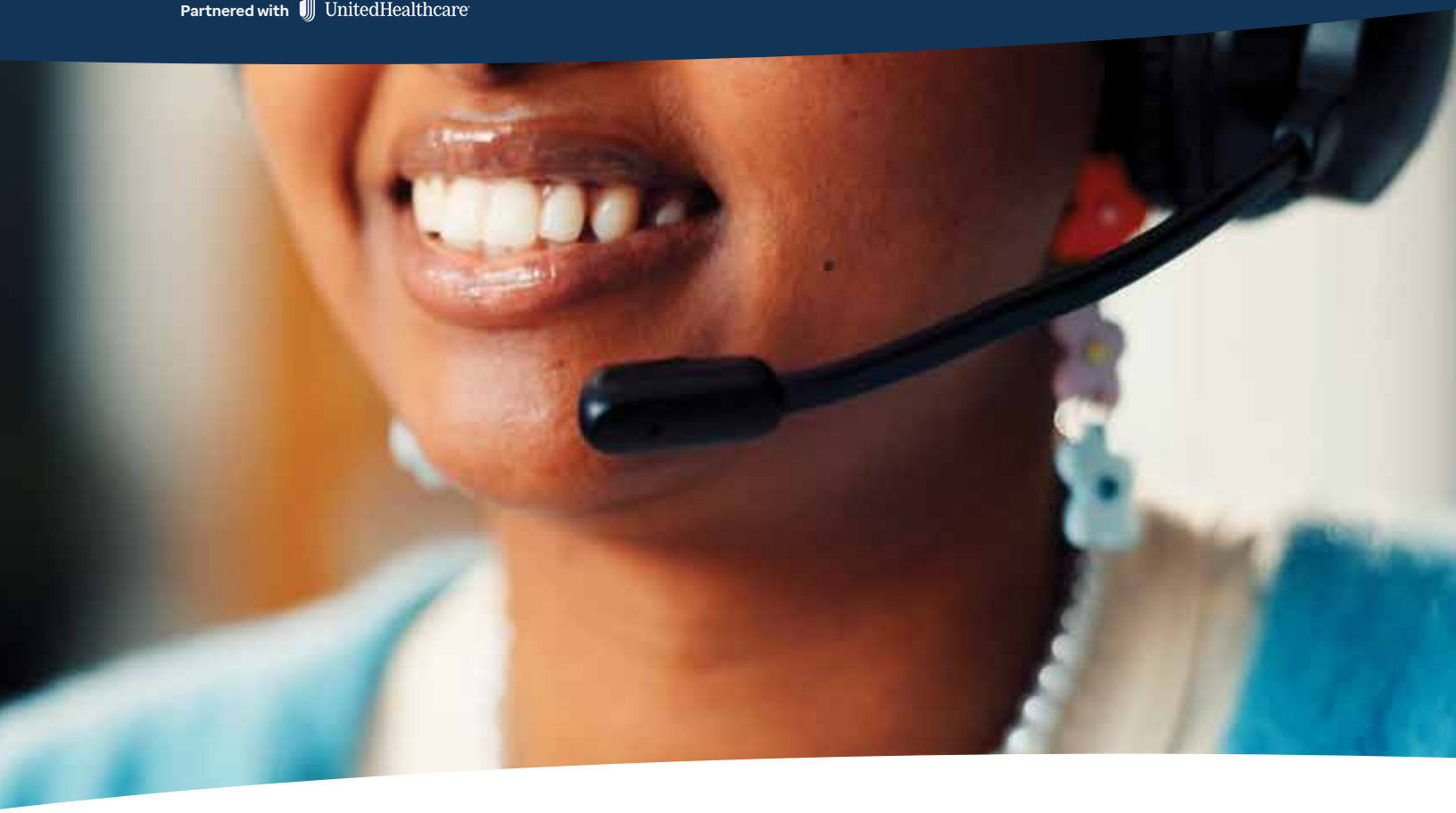
What if I need care after hours?

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 UnitedHealthcare plan provides in-network virtual urgent care 24/7 through the **UnitedHealthcare® app** or **myuhc.com/exchange**.

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Contact **Details**

For scheduling appointments

1-844-235-7742

Broker Support

Broker Support
Carlos Martinez
UnitedHealthcare Agent Manager
305-528-0325
carlos_martinez11@uhc.com

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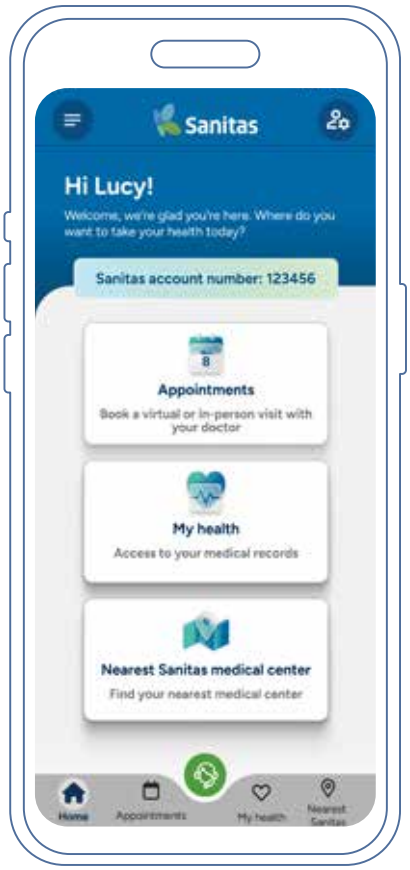
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mySanitas **App**

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:

GET IT ON Google Play

Download on the App Store

mySanitas

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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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