

**Scripps Health Plan Services (SHPS)**  
**Institutional Matrix by Health Plan by Group**  
**Effective January 1, 2024**

Health Plans		Scripps Coastal Medical Center (SCMC)	Scripps Clinic Medical Group (SCMG)	Mercy Physicians Medical Group (MPMG)	Optum Care Network- North County SD	Scripps Physicians Medical Group (SPMG)	Rady Children's Network (RCHN)
Anthem Blue Cross HMO	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS	SHPS				
Anthem Blue Cross POS	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	Anthem Blue Cross PO Box 6007 Los Angeles, CA 90060	Anthem Blue Cross PO Box 6007 Los Angeles, CA 90060				
Anthem Blue Cross Medicare Advantage	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims			SHPS Excludes- Chemotherapy Drugs(outpatient), Out of Area & Transplants Anthem Blue Cross Chemotherapy Drugs(outpatient), Out of Area & Transplants PO Box 6007 Los Angeles, CA 90060		SHPS Excludes- Chemotherapy Drugs(outpatient), Out of Area & Transplants Anthem Blue Cross Chemotherapy Drugs(outpatient), Out of Area & Transplants PO Box 6007 Los Angeles, CA 90060	
Blue Shield HMO	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Optum Care Network Phone: 1-800-956-8000	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	SHPS	SHPS	SHPS	
Blue Shield Trio HMO (Covered CA)	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	SHPS		SHPS	

SHPS Claims Address: PO Box 2079, 4S-300, La Jolla, CA 92038  
SHPS Auth/Claim Inquiry: 1-888-680-2273

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Blue Shield POS	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Optum Care Network Phone: 1-800-956-8000	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	SHPS	SHPS	SHPS	
Blue Shield Medicare Advantage	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	Not Applicable	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims					SHPS Excludes- Chemotherapy Drugs & Technical Component, Out of Area & transplants <b>Blue Shield of CA</b> Chemotherapy Drugs(outpatient), Out of Area & Transplants PO Box 272640 Chico, CA 95927-2640 Phone: 1-800-541-6652	
Blue Shield Promise Health Plan Medicare Advantage	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-800-956-8000	Not Applicable	Not Applicable	Not Applicable
	Claims			SHPS			
Cigna HMO/POS	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	SHPS		SHPS	
Health Net HMO	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS	SHPS				
Health Net HMO-Ambetter	Auths	Health Net Phone: 1-800-977-7282	Health Net Phone: 1-800-977-7282	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	Health Net Commercial Claims PO Box 9040 Farmington, MO 63640-9040	Health Net Commercial Claims PO Box 9040 Farmington, MO 63640-9040				

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Health Net HMO-Salud Fee For Service	Auths	<b>Health Net</b> Phone: 1-800-977-7282	<b>Health Net</b> Phone: 1-800-977-7282	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	<b>Health Net</b> Commercial Claims PO Box 9040 Farmington, MO 63640-9040	<b>Health Net</b> Commercial Claims PO Box 9040 Farmington, MO 63640-9040				
Health Net POS	Auths	<b>Health Net</b> Fax Urgent: 1-800-793-4473 Fax Elective: 1-800-672-2135 Fax Status: 1-800-977-7282	<b>Health Net</b> Fax Urgent: 1-800-793-4473 Fax Elective: 1-800-672-2135 Fax Status: 1-800-977-7282	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	<b>Health Net</b> Commercial Claims PO Box 9040 Farmington, MO 63640-9040	<b>Health Net</b> Commercial Claims PO Box 9040 Farmington, MO 63640-9040				
Health Net Medicare Advantage	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims			SHPS		SHPS	
Health Net Medicare D-SNP	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	Not Applicable	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims					SHPS	
SCAN Medicare Advantage	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims			SHPS		SHPS	

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SCAN Connections D-SNP	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	Not Applicable	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims					SHPS	
Scripps Health Plan HMO	Auths	SHP Phone: 1-844-337-3700	SHP Phone: 1-844-337-3700	SHP Phone: 1-844-337-3700	SHP Phone: 1-844-337-3700	SHP Phone: 1-844-337-3700	RCHN Phone: 1-877-276-4543
	Claims	SHP PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	SHP PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	SHP PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	SHP PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	SHP PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	RCHN 3020 Childrens Wy Mail Stop MC5099 San Diego, CA 92123
United Healthcare HMO	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	SHPS		SHPS	
United Healthcare HMO Signature Value Alliance	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Optum Care Network Phone: 1-800-956-8000	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967	
United Health Care HMO Signature Value Alliance (VEBA Members only)	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS	SHPS				

SHPS Claims Address: PO Box 2079, 4S-300, La Jolla, CA 92038  
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United Healthcare Medicare Advantage	Auths	Not Applicable Opted Out EFF 12/31/23	Not Applicable Opted Out EFF 12/31/23	MPMG Phone: 1-800-956-8000	Not Applicable	Not Applicable	Not Applicable
	Claims			SHPS Excludes ER United Healthcare (ER) PO Box 30968 Salt Lake City, UT 84130-0967			