

**Scripps Health Plan Services ("SHPS")  
Institutional Matrix by Group by Health Plan  
Effective March 1, 2021**

Health Plans	Scripps Coastal Medical Center (SCMC)	Scripps Clinic Medical Group (SCMG)	Mercy Physicians Medical Group (MPMG)	Primary Care Associates Medical Group (PCAMG)	Scripps Physicians Medical Group (SPMG)	Rady Children's Health Network (RCHN)
<b>Aetna HMO/POS</b>  <ul style="list-style-type: none"> <li>▪ <b>Authorizations</b></li> <li>▪ <b>Claims</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ Aetna 1-800-624-0756 phone 1-888-477-1553 fax</li> <li>▪ Aetna P.O. Box 14079 Lexington, KY 40512-4079</li> </ul>	<ul style="list-style-type: none"> <li>▪ Aetna 1-800-624-0756 phone 1-888-477-1553 fax</li> <li>▪ Aetna P.O. Box 14079 Lexington, KY 40512-4079</li> </ul>	Not Applicable	Not Applicable	Not Applicable	Not Applicable
<b>Alignment Select (MA)*</b>  <ul style="list-style-type: none"> <li>▪ <b>Authorizations</b></li> <li>▪ <b>Claims</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ Alignment Select (Transplants &amp; Out of Area) P.O. Box 14010 Orange, CA 92863</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ Alignment Select (Transplants &amp; Out of Area) P.O. Box 14010 Orange, CA 92863</li> </ul>	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effective January 1, 2021						
<b>Anthem Blue Cross HMO</b>  <ul style="list-style-type: none"> <li>▪ <b>Authorizations</b></li> <li>▪ <b>Claims</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul>	Not Applicable	Not Applicable	Not Applicable	Not Applicable
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<b>Anthem Blue Cross (MA)*</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ Anthem Blue Cross (Transplants &amp; Out of Area) P.O. Box 60007 Los Angeles, CA 90060-0007</li> </ul> <p>Effective February 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes Transplants &amp; Out of Area</li> <li>▪ Anthem Blue Cross (Transplants &amp; Out of Area) P.O. Box 60007 Los Angeles, CA 90060- 0007</li> </ul> <p>Effective February 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS-Excludes Out of Area &amp; Transplants</li> <li>▪ Anthem Blue Cross (Transplants &amp; Out of Area) P.O. Box 60007 Los Angeles, CA 90060- 0007</li> </ul> <p>Effective January 1, 2016</p>	<p style="text-align: center;">Not Applicable</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS-Excludes: Chemotherapy Drugs (Outpatient), Out of Area &amp; Transplants</li> <li>▪ Anthem Blue Cross Chemotherapy (Outpatient), Out of Area &amp; Transplants P.O. Box 60007 Los Angeles, CA 90060- 0007</li> </ul> <p>Effective January 1, 2016</p>	<p style="text-align: center;">Not Applicable</p>
<b>Anthem Blue Cross POS</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul> <p>Effective March 1, 2014</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060</li> </ul>	<p style="text-align: center;">Not Applicable</p>	<p style="text-align: center;">Not Applicable</p>	<p style="text-align: center;">Not Applicable</p>	<p style="text-align: center;">Not Applicable</p>
<b>Blue Shield HMO</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p>Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p>Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ PCAMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<p style="text-align: center;">Not Applicable</p>

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<b>Blue Shield Trio HMO Covered California</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p style="text-align: center; color: red;">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p style="text-align: center; color: red;">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p style="text-align: center; color: red;">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	Not Applicable	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS</li> </ul> <p style="text-align: center; color: red;">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	Not Applicable
<b>Blue Shield (MA)*</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS -Excludes: Transplants &amp; Out of Area</li> <li>▪ Blue Shield of CA (Out of Area &amp; Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652</li> </ul> <p>Effective January 1, 2018</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS - Excludes: Transplants &amp; Out of Area</li> <li>▪ Blue Shield of CA (Out of Area &amp; Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652</li> </ul> <p>Effective January 1, 2018</p>	Not Applicable	Not Applicable	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS-Excludes Chemotherapy (Drugs &amp; Technical Component), Out of Area, and Transplants</li> <li>▪ Blue Shield of CA (Chemotherapy, Out of Area, and Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652</li> </ul> <p>Effective February 1, 2018</p>	Not Applicable

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<b>Blue Shield POS</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p align="center">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS</li> </ul> <p align="center">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p align="center">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ PCAMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p align="center">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS</li> </ul> <p align="center">Effective March 1, 2021 (SHPS at risk for ER-In area)</p>	Not Applicable
<b>Blue Shield of California Promise Health Plan (MA)*</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul> <p>Effective January 1, 2019 fka Care 1st</p>	Not Applicable	Not Applicable	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul>	Not Applicable	Not Applicable	Not Applicable

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Cigna (MA-Retiree Groups Only)* • Authorizations • Claims Effective January 1, 2021	• SHPS - Excludes: Transplants & Out of Area  • SHPS - Excludes: Transplants & Out of Area  • Cigna (Out of Area & Transplants) P.O. Box 188062 Chattanooga, TN 37422-2111	• SHPS - Excludes: Transplants & Out of Area  • SHPS - Excludes: Transplants & Out of Area  • Cigna (Out of Area & Transplants) P.O. Box 188062 Chattanooga, TN 37422-2111	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Cigna HMO/POS • Authorizations • Claims Effective September 1, 2014	• SHPS  • SHPS  Effective September 1, 2014	• SHPS  • SHPS  Effective September 1, 2014	• MPMG 1-800-956-8000 phone  • SHPS  Effective January 1, 2017	Not Applicable	• SPMG 858-824-7000 phone  • SHPS  Effective January 1, 2017	Not Applicable
Cigna SureFit (EPO) • Authorizations • Claims Effective January 1, 2019	• Cigna 1-866-494-2111 phone  • Cigna P.O. Box 188062 Chattanooga, TN 37422-2111	• Cigna 1-866-494-2111 phone  • Cigna P.O. Box 188062 Chattanooga, TN 37422-2111	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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Health Net Community Care Covered California HMO  • Authorizations  • Claims  Effective November 1, 2016	• Health Net 1-800-977-7282 phone  • Health Net Commercial Claims P.O. Box 9040 Farmington, MO 63640-9040	• Health Net 1-800-977-7282 phone  • Health Net Commercial Claims P.O. Box 9040 Farmington, MO 63640-9040	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Health Net HMO  • Authorizations  • Claims  Effective July 1, 2014	• SHPS  • SHPS	• SHPS  • SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Health Net POS  • Authorizations  • Claims	• Health Net 1-800-793-4473 (fax) Urgent  1-800-672-2135 (fax) Elective  1-800-977-7282 Status  • Health Net of CA. Inc. Commercial Claims P.O. Box 9040 Farmington, MO 63640-9040	• Health Net 1-800-793-4473 (fax) Urgent  1-800-672-2135 (fax) Elective  1-800-977-7282 Status  • Health Net of CA. Inc. Commercial Claims P.O. Box 9040 Farmington, MO 63640-9040	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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<b>Health Net Cal MediConnect (MA)*</b> <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective April 1, 2014</p>	<p>Not Applicable</p>	<p>Not Applicable</p>	<p>Not Applicable</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective February 1, 2015</p>	<p>Not Applicable</p>
<b>Health Net Seniority Plus (MA)*</b> <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective January 1, 2003</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective January 1, 1990</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective January 1, 2007</p>	<p>Not Applicable</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS-Excludes Mental Health</li> <li>▪ Health Net (MHN) P.O. Box 14621 Lexington, KY 40512</li> </ul> <p>Effective August 1, 2014</p>	<p>Not Applicable</p>

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<p>SCAN (MA)*</p> <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective January 1, 2016</p>	<p>Not Applicable</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective January 1, 2016</p>	<p>Not Applicable</p>
<p>Scripps Health Plan HMO</p> <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHP 1-844-337-3700 phone</li> <li>▪ SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ SHP 1-844-337-3700 phone</li> <li>▪ SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ PCAMG 1-800-956-8000 phone</li> <li>▪ SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone</li> </ul> <p>Effective January 1, 2016</p>	<ul style="list-style-type: none"> <li>▪ RCHN 1-877-276-4543 phone</li> <li>▪ RCHN 3020 Childrens Wy Mail Stop MC5099 San Diego, CA 92123 1-877-276-4543 phone</li> </ul> <p>Effective January 1, 2017</p>
<p>UnitedHealthcare HMO</p> <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> </ul> <p>Effective April 1, 2020                      (SHPS at risk for ER-In area services and Anesthesia, including pain management)</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> </ul> <p>Effective April 1, 2020                      (SHPS at risk for ER-In area services and Anesthesia, including pain management)</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective April 1, 2020                      (SHPS at risk for ER-In area)</p>	<p>Not Applicable</p>	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS</li> </ul> <p>Effective April 1, 2020                      (SHPS at risk for ER-In area)</p>	<p>Not Applicable</p>



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UnitedHealthcare HMO Signature Value Alliance <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes ER</li> <li>▪ UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967</li> </ul> Effective March 1, 2012	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS-Excludes ER</li> <li>▪ UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967</li> </ul> Effective March 1, 2012	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS-Excludes ER</li> <li>▪ UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967</li> </ul> Effective March 1, 2012	<ul style="list-style-type: none"> <li>▪ PCAMG 1-800-956-8000 phone</li> <li>▪ SHPS-Excludes ER</li> <li>▪ UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967</li> </ul> Effective March 1, 2012	<ul style="list-style-type: none"> <li>▪ SPMG 858-824-7000 phone</li> <li>▪ SHPS-Excludes ER</li> <li>▪ UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967</li> </ul> Effective February , 2015	Not Applicable
UnitedHealthcare HMO Signature Value Alliance (VEBA MEMBERS ONLY) <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS -Includes ER</li> </ul> Effective January 1, 2020	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS - Includes ER</li> </ul> Effective January 1, 2020	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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<b>UnitedHealthcare (MA)* AARP Medicare Advantage</b>  <ul style="list-style-type: none"> <li>▪ Authorizations</li> <li>▪ Claims</li> </ul>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS -Includes ER</li> </ul> <p align="center">Effective January 1, 2020</p>	<ul style="list-style-type: none"> <li>▪ SHPS</li> <li>▪ SHPS - Includes ER</li> </ul> <p align="center">Effective January 1, 2020</p>	<ul style="list-style-type: none"> <li>▪ MPMG 1-800-956-8000 phone</li> <li>▪ SHPS-Excludes ER</li> <li>▪ United Healthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0968</li> </ul> <p align="center">Effective January 1, 2007</p>	Not Applicable	Not Applicable	Not Applicable