

Scripps Health Plan Services ("SHPS")
Institutional Matrix by Group by Health Plan
Effective June 13, 2022

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 Health Network (RCHN)
Aetna HMO/POS ▪ Authorizations ▪ Claims	▪ Aetna 1-800-624-0756 phone 1-888-477-1553 fax ▪ Aetna P.O. Box 14079 Lexington, KY 40512-4079	▪ Aetna 1-800-624-0756 phone 1-888-477-1553 fax ▪ Aetna P.O. Box 14079 Lexington, KY 40512-4079	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Alignment Select (MA)* ▪ Authorizations ▪ Claims	▪ SHPS-Excludes Transplants & Out of Area ▪ SHPS-Excludes Transplants & Out of Area ▪ Alignment Select (Transplants & Out of Area) P.O. Box 14010 Orange, CA 92863	▪ SHPS-Excludes Transplants & Out of Area ▪ SHPS-Excludes Transplants & Out of Area ▪ Alignment Select (Transplants & Out of Area) P.O. Box 14010 Orange, CA 92863	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effective January 1, 2021						
Anthem Blue Cross HMO ▪ Authorizations ▪ Claims	▪ SHPS ▪ SHPS	▪ SHPS ▪ SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Effective March 1, 2014						

*Medicare Advantage

**fka Primary Care Associates Medical Group (PCAMG)

Updated 6/24/22

SHPS Claims Address: P.O. Box 2079, 4S-300, La Jolla, CA 92038

SHPS Auth/Claim Inquiry: 1-888-680-2273

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Anthem Blue Cross (MA)* • Authorizations • Claims	• SHPS • SHPS-Excludes Transplants & Out of Area • Anthem Blue Cross (Transplants & Out of Area) P.O. Box 60007 Los Angeles, CA 90060-0007 Effective February 1, 2016	• SHPS • SHPS-Excludes Transplants & Out of Area • Anthem Blue Cross (Transplants & Out of Area) P.O. Box 60007 Los Angeles, CA 90060-0007 Effective February 1, 2016	• MPMG 1-800-956-8000 phone • SHPS-Excludes Out of Area & Transplants • Anthem Blue Cross (Transplants & Out of Area) P.O. Box 60007 Los Angeles, CA 90060-0007 Effective January 1, 2016	Not Applicable	• SPMG 858-824-7000 phone • SHPS-Excludes: Chemotherapy Drugs (Outpatient), Out of Area & Transplants • Anthem Blue Cross Chemotherapy (Outpatient), Out of Area & Transplants P.O. Box 60007 Los Angeles, CA 90060-0007 Effective January 1, 2016	Not Applicable
Anthem Blue Cross POS • Authorizations • Claims Effective March 1, 2014	• SHPS • Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060	• SHPS • Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Blue Shield HMO • Authorizations • Claims	• SHPS • SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	• SHPS • SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	• MPMG 1-800-956-8000 phone • SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	• Optum Care Network 1-800-956-8000 phone • SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	• SPMG 858-824-7000 phone • SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	Not Applicable

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Blue Shield Trio HMO Covered California ▪ Authorizations ▪ Claims	▪ SHPS ▪ SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	▪ SHPS ▪ SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	▪ MPMG 1-800-956-8000 phone ▪ SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	Not Applicable	▪ SPMG 858-824-7000 phone ▪ SHPS Effective March 1, 2021 (SHPS at risk for ER-In area)	Not Applicable
Blue Shield (MA)* ▪ Authorizations ▪ Claims	▪ SHPS ▪ SHPS -Excludes: Transplants & Out of Area ▪ Blue Shield of CA (Out of Area & Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652 Effective January 1, 2018	▪ SHPS ▪ SHPS - Excludes: Transplants & Out of Area ▪ Blue Shield of CA (Out of Area & Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652 Effective January 1, 2018	Not Applicable	Not Applicable	▪ SPMG 858-824-7000 phone ▪ SHPS-Excludes Chemotherapy (Drugs & Technical Component), Out of Area, and Transplants ▪ Blue Shield of CA (Chemotherapy, Out of Area, and Transplants) P.O. Box 272640 Chico, CA 95927-2640 1-800-541-6652 Effective February 1, 2018	Not Applicable

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Blue Shield POS						
• Authorizations	• SHPS	• SHPS	• MPMG 1-800-956-8000 phone	• Optum Care Network 1-800-956-8000 phone	• SPMG 858-824-7000 phone	Not Applicable
• Claims	• SHPS	• SHPS	• SHPS	• SHPS	• SHPS	
	Effective March 1, 2021 (SHPS at risk for ER-In area)	Effective March 1, 2021 (SHPS at risk for ER-In area)	Effective March 1, 2021 (SHPS at risk for ER-In area)	Effective March 1, 2021 (SHPS at risk for ER-In area)	Effective March 1, 2021 (SHPS at risk for ER-In area)	

Blue Shield of California Promise Health Plan (MA)* ▪ Authorizations ▪ Claims Effective January 1, 2019 fka Care 1st	Not Applicable	Not Applicable	▪ MPMG 1-800-956-8000 phone ▪ SHPS	Not Applicable	Not Applicable	Not Applicable
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Cigna (MA-Retiree Groups Only)* • Authorizations • Claims	• 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
Effective January 1, 2021						
Cigna HMO/POS • Authorizations • Claims	• SHPS • SHPS	• SHPS • SHPS	• MPMG 1-800-956-8000 phone • SHPS	Not Applicable	• SPMG 858-824-7000 phone • SHPS	Not Applicable
	Effective September 1, 2014	Effective September 1, 2014	Effective January 1, 2017		Effective January 1, 2017	

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Health Net Ambetter HMO • Authorizations • Claims Effective January 1, 2022 FKA Health Net Community Care	• 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 Commerical 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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Health Net Cal MediConnect (MA)* • Authorizations • Claims	• SHPS • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective April 1, 2014	Not Applicable	Not Applicable	Not Applicable	• SPMG 858-824-7000 phone • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective February 1, 2015	Not Applicable
Health Net Salud HMO Fee For Service • Authorizations • Claims Effective August 15, 2021	• 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

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Health Net Seniority Plus (MA)* • Authorizations • Claims	• SHPS • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective January 1, 2003	• SHPS • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective January 1, 1990	• MPMG 1-800-956-8000 phone • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective January 1, 2007	Not Applicable	• SPMG 858-824-7000 phone • SHPS-Excludes Mental Health • Health Net (MHN) P.O. Box 14621 Lexington, KY 40512 Effective August 1, 2014	Not Applicable

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SCAN (MA)* • Authorizations • Claims	• SHPS Effective January 1, 2016	• SHPS Effective January 1, 2016	• MPMG 1-800-956-8000 phone • SHPS Effective January 1, 2016	Not Applicable	• SPMG 858-824-7000 phone • SHPS Effective January 1, 2016	Not Applicable
Scripps Health Plan HMO • Authorizations • Claims	• SHP 1-844-337-3700 phone • SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone Effective January 1, 2016	• SHP 1-844-337-3700 phone • SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone Effective January 1, 2016	• MPMG 1-800-956-8000 phone • SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone Effective January 1, 2016	• Optum Care Network 1-800-956-8000 phone • SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone Effective January 1, 2016	• SPMG 858-824-7000 phone • SHP P.O. Box 2529 La Jolla, CA 92038 1-844-337-3700 phone Effective January 1, 2016	• RCHN 1-877-276-4543 phone • RCHN 3020 Childrens Wy Mail Stop MC5099 San Diego, CA 92123 1-877-276-4543 phone Effective January 1, 2017
UnitedHealthcare HMO • Authorizations • Claims	• SHPS Effective April 1, 2020 (SHPS at risk for ER-In area services and Anesthesia, including pain management)	• SHPS Effective April 1, 2020 (SHPS at risk for ER-In area services and Anesthesia, including pain management)	• MPMG 1-800-956-8000 phone • SHPS Effective April 1, 2020 (SHPS at risk for ER-In area)	Not Applicable	• SPMG 858-824-7000 phone • SHPS Effective April 1, 2020 (SHPS at risk for ER-In area)	Not Applicable

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UnitedHealthcare HMO Signature Value Alliance • Authorizations • Claims	• SHPS • SHPS-Excludes ER • UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967 Effective March 1, 2012	• SHPS • SHPS-Excludes ER • UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967 Effective March 1, 2012	• MPMG 1-800-956-8000 phone • SHPS-Excludes ER • UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967 Effective March 1, 2012	• Optum Care Network 1-800-956-8000 phone • SHPS-Excludes ER • UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967 Effective March 1, 2012	• SPMG 858-824-7000 phone • SHPS-Excludes ER • UnitedHealthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0967 Effective February , 2015	Not Applicable
UnitedHealthcare HMO Signature Value Alliance (VEBA MEMBERS ONLY) • Authorizations • Claims	• SHPS • SHPS -Includes ER Effective January 1, 2020	• SHPS • SHPS - Includes ER Effective January 1, 2020	Not Applicable	Not Applicable	Not Applicable	Not Applicable
UnitedHealthcare (MA)* AARP Medicare Advantage • Authorizations • Claims	• SHPS • SHPS -Includes ER Effective January 1, 2020	• SHPS • SHPS - Includes ER Effective January 1, 2020	• MPMG 1-800-956-8000 phone • SHPS-Excludes ER • United Healthcare (ER) P.O. Box 30968 Salt Lake City, UT 84130-0968 Effective January 1, 2007	Not Applicable	Not Applicable	Not Applicable

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