

**Scripps Health Plan Services (SHPS)  
Professional 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/POS	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS Excludes Pain Management when rendered by an anesthesiologist <b>Anthem Blue Cross</b> Pain Management when rendered by an anesthesiologist PO Box 60007 Los Angeles CA 90060	SHPS Excludes Pain Management when rendered by an anesthesiologist <b>Anthem Blue Cross</b> Pain Management when rendered by an anesthesiologist PO Box 60007 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			Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907		SPMG PO Box 7250 La Verne, CA 91750-7250	
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	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SPMG PO Box 7250 La Verne, CA 91750-7250	
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	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907		SPMG PO Box 7250 La Verne, CA 91750-7250	
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	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SPMG PO Box 7250 La Verne, CA 91750-7250	

**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 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					SPMG PO Box 7250 La Verne, CA 91750-7250 Excludes Chemotherapy Drugs & Technical Component <b>Blue Shield of CA</b> Chemotherapy Drugs & Technical Component PO Box 272640 Chico CA 95927-2640	
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			Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907			
Cigna HMO/POS	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907		SPMG PO Box 7250 La Verne, CA 91750-7250	
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				
Health Net HMO-Salud Fee For Service	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 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	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>Not Applicable</b>
	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	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>MPMG</b> Phone: 1-800-956-8000	<b>Not Applicable</b>	<b>SPMG</b> Phone: 858-824-7000	<b>Not Applicable</b>
	Claims			<b>Optum</b> PO Box 6907 Rancho Cucamonga, CA 91729-6907		<b>SPMG</b> PO Box 7250 La Verne, CA 91750-7250	
Health Net Medicare Advantage (D-SNP)	Auths	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>SPMG</b> Phone: 858-824-7000	<b>Not Applicable</b>
	Claims					<b>SPMG</b> PO Box 7250 La Verne, CA 91750-7250	
SCAN Medicare Advantage	Auths	<b>Not Applicable</b> Opted Out EFF 12/31/23	<b>Not Applicable</b> Opted Out EFF 12/31/23	<b>MPMG</b> Phone: 1-800-956-8000	<b>Not Applicable</b>	<b>SPMG</b> Phone: 858-824-7000	<b>Not Applicable</b>
	Claims			<b>Optum</b> PO Box 6907 Rancho Cucamonga, CA 91729-6907		<b>SPMG</b> PO Box 7250 La Verne, CA 91750-7250	
SCAN Connections D-SNP	Auths	<b>Not Applicable</b> Opted Out EFF 12/31/23	<b>Not Applicable</b> Opted Out EFF 12/31/23	<b>Not Applicable</b>	<b>Not Applicable</b>	<b>SPMG</b> Phone: 858-824-7000	<b>Not Applicable</b>
	Claims					<b>SPMG</b> PO Box 7250 La Verne, CA 91750-7250	
Scripps Health Plan HMO	Auths	<b>SHP</b> Phone: 1-844-337-3700	<b>SHP</b> Phone: 1-844-337-3700	<b>MPMG</b> Phone: 1-800-956-8000	<b>Optum Care Network</b> Phone: 1-800-956-8000	<b>SPMG</b> Phone: 858-824-7000	<b>RCHN</b> Phone: 1-877-276-4543
	Claims	<b>SHP</b> PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	<b>SHP</b> PO Box 2529 La Jolla, CA 92038 Phone: 1-844-337-3700	<b>Optum</b> PO Box 6907 Rancho Cucamonga, CA 91729-6907	<b>Optum</b> PO Box 6906 Rancho Cucamonga CA 91729-6906	<b>SPMG</b> PO Box 7250 La Verne, CA 91750-7250	<b>RCHN</b> 3020 Childrens Wy Mail Stop MC5099 San Diego, CA 92123

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United Healthcare HMO	Auths	SHPS	SHPS	MPMG Phone: 1-800-956-8000	Not Applicable	SPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907		SPMG PO Box 7250 La Verne, CA 91750-7250	
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 & Pain Mgmt when rendered by anesthesiologist <b>United Healthcare</b> ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER & Pain Mgmt when rendered by anesthesiologist <b>United Healthcare</b> ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SPMG PO Box 7250 La Verne, CA 91750-7250	
United Health Care HMO Signature Value Alliance (VEBA Members only)	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS Excludes ER & Pain Mgmt when rendered by anesthesiologist <b>United Healthcare</b> ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER & Pain Mgmt when rendered by anesthesiologist <b>United Healthcare</b> ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967				
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			Optum PO Box 6907 Rancho Cucamonga, CA 91729-6907			