

Scripps Health Plan Services (SHPS)
Professional Matrix by Health Plan by Group
Effective January 1, 2026

Health Plans		Scripps Coastal Medical Center (SCMC)	Scripps Clinic Medical Group (SCMG)	Mercy Physicians Medical Group (MPMG)	Optum Care Network- North County SD (OCN)	Optum Care Network - (SDPMG)	Rady Children's Health Network (RCHN)
Anthem Blue Cross HMO/POS (excludes Pathway HMO)	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS Excludes Anesthesia Anthem Blue Cross PO Box 60007 Los Angeles, CA 90060	SHPS Excludes Anesthesia Anthem Blue Cross PO Box 60007 Los Angeles, CA 90060				
Anthem Blue Cross Medicare Advantage HMO	Auths	Not Applicable	Not Applicable	Not Applicable	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims					SDPMG PO Box 7250 La Verne, CA 91750-7250	
Blue Shield HMO HMO/POS (excludes Trio)	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Optum Care Network Phone: 1-800-956-8000	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SDPMG PO Box 7250 La Verne, CA 91750-7250	
Blue Shield Trio HMO (Trio)	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	

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Blue Shield Medicare Advantage HMO	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250 Excludes Chemotherapy Drugs & Technical Component Blue Shield of CA Chemotherapy Drugs & Technical Component PO Box 272640 Chico CA 95927-2640	
Cigna HMO/POS	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	
Health Net HMO (excludes Salud y Mas and Ambetter)	Auths	SHPS	SHPS	Not Applicable	Not Applicable	Not Applicable	Not Applicable
	Claims	SHPS	SHPS				

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Health Net Medicare Advantage Seniority Plus and Wellcare	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	Not Applicable	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department			
SCAN Medicare Advantage HMO	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	
SCAN Connections D-SNP	Auths	Not Applicable	Not Applicable	Not Applicable	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims					SDPMG PO Box 7250 La Verne, CA 91750-7250	
SCAN Balance C-SNP	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	
Scripps Health Plan HMO	Auths	SHP Phone: 1-844-337-3700	SHP Phone: 1-844-337-3700	MPMG Phone: 1-855-681-6448	Optum Care Network Phone: 1-800-956-8000	SDPMG Phone: 858-824-7000	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	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SDPMG PO Box 7250 La Verne, CA 91750-7250	RCHN 3020 Childrens Wy Mail Stop MC5099 San Diego, CA 92123

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United Healthcare HMO Full Network	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS	SHPS	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	
United Healthcare HMO Signature Value Alliance	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Optum Care Network Phone: 1-800-956-8000	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS Excludes ER, Anesthesiology & Pain Mgmt when rendered by anesthesiologist United Healthcare ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes ER, Anesthesiology & Pain Mgmt when rendered by anesthesiologist United Healthcare ER & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SDPMG PO Box 7250 La Verne, CA 91750-7250	
United Healthcare HMO VEBA Alliance CalPERS Alliance	Auths	SHPS	SHPS	MPMG Phone: 1-855-681-6448	Optum Care Network Phone: 1-800-956-8000	SDPMG Phone: 858-824-7000	Not Applicable
	Claims	SHPS Excludes Anesthesiology & Pain Mgmt when rendered by anesthesiologist United Healthcare Anesthesiology & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0967	SHPS Excludes Anesthesiology & Pain Mgmt when rendered by anesthesiologist United Healthcare Anesthesiology & Pain Mgmt when rendered by anesthesiologist PO Box 30968 Salt Lake City, UT 84130-0968	MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department	Optum PO Box 6906 Rancho Cucamonga CA 91729-6906	SDPMG PO Box 7250 La Verne, CA 91750-7250	
United Healthcare HMO SignatureValue Advantage	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	SDPMG Phone: 858-824-7000	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department		SDPMG PO Box 7250 La Verne, CA 91750-7250	
United Healthcare Medicare Advantage HMO	Auths	Not Applicable	Not Applicable	MPMG Phone: 1-855-681-6448	Not Applicable	Not Applicable	Not Applicable
	Claims			MPMG PO Box 11466 Santa Ana, CA 92711-1466 Attn: Claims Department			