







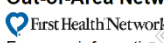
Intel Connected Care California 2021 Provider Quick Reference

Overview	Stanford Health Care Alliance (SHCA) is an Accountable Care Organization plan that serves as a Delivery Service Provider (DSP) for Intel’s innovative Connected Care healthcare benefit to provide an integrated care experience to their Bay Area employees.	
New for 2021	As of January 1, 2021, HealthComp will become the new third-party administrator (TPA) for Intel Connected Care. RightCHOICE will no longer administer this plan. The current plan design will not change.	
PCP Selection	PCP selection is encouraged, but not required. Self-referrals are allowed.	
Network Directory	https://connectedcareproviders.com/provider/search	
Provider Portal	For eligibility, claims status and provider network: https://secure.healthx.com/connectedcareprovideraccess	
Preferred Provider Network	<p>Preferred Network (member deductible and 5% coinsurance applies) Primary Network (referred to by Intel as “Neighborhood”) including all preferred providers detailed on the Network Directory Website. SHCA network providers are included in the Preferred Network.</p> <p>Non-Preferred Network (member deductible and 40% coinsurance applies) Custom Anthem PPO in state and First Health network out of state. All Sutter providers and facilities are excluded from the Connected Care network and are considered out of network. Providers: If you don’t know if your referral is within the network, please contact the Concierge Center at 1-800-971-4153 for assistance.</p>	
Inpatient Prior Authorizations	Prior authorization is not required for Stanford Hospital, Lucille Packard Children's Hospital, and Stanford Health Care - ValleyCare Hospital For non-Stanford facilities call 1-800-971-4153.	
Claim Submission	For electronic submission: Payer ID 47198	For paper submissions: Group #: L00841M001 Plan: 040 Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007
Near Site Clinics (in proximity to Intel offices)	Stanford Santa Clara Primary Care 2518 Mission College Blvd. San Jose, CA 95054 Phone: 1-408-688-9720	Stanford Express Care San Jose 52 Skytop St., Suite 10 San Jose, CA 95134 Phone: 1-669-294-8888
Preferred Laboratories	Preferred labs are LabCorp and Quest Diagnostics; Stanford laboratories are in-network, but member cost share may be impacted.	
Preferred Radiology and Imaging Services	Preferred providers are RadNet (Valley Radiology Medical Associates and NorCal Imaging), Health Diagnostics, and other facilities; Stanford facilities are in-network but member cost share may be impacted; call Connected Care Concierge Center (provider/member services) for facility information: 1-800-971-4153.	
Prescription Drug Program and Provider Services	Express Scripts (ESI) network pharmacy call: 1-800-922-1557 Specialty pharmacy (Accredo) call: 1-800-987-4904 Coverage reviews call: 1-800-753-2851	

Contact Information

Connected Care Concierge Center	1-800-971-4153 www.connectedcarehealth.com
Pharmacy Member Services	1-855-315-4523
After Hour Nurse Line	1-800-971-4153 (available only outside of normal business hours)
Provider Portal	For eligibility, claims status and provider network: https://secure.healthx.com/connectedcareprovideraccess
Appeals and Grievances Provider Disputes	P.O. Box 2900 Milwaukee, WI 53201-2900 Phone: 1-800-971-4153

Intel Connected Care ID Card

   <p>Connected Care CA HDHP</p> <p>Member Name: JANE SAMPLE Member ID: SMPL0001 Group #: INTELCCC Plan Code: HSA/HDHP PCP:</p> <p>Connected Care Concierge Center: 800-971-4153 connectedcarehealth.com</p> <p><small>Dignity Health and Stanford Health Care Alliance are in the neighborhood (in-network) and do not require authorization. This card is for identification only and is not a guarantee of eligibility.</small></p>	   <p>ESI Pharmacy Information: Rx Bin: 610014 Rx Group: INTELRX Pharmacy Help Desk: 800-922-1557</p> <p>Anthem Group #: L00841M001 Plan: 040 Medical Claims Mailing Address: Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007</p> <p>Out-of-Area Network  For more information call the Concierge Center: 800-971-4153</p> <p><small>Anthem Blue Cross provides no administrative or claims payment services and does not assume any financial risk or obligation with respect to claims. No network access is available from Blue Cross and/or Blue Shield plans outside Anthem Blue Cross' service area. Anthem Blue Cross is the trade name of Blue Cross of California. Independent licensee of the Blue Cross Association.</small></p>
<p>In-Network Coinsurance: 5% Out-of-Network Coinsurance: 40%</p> <p>In-Network Copay: \$0 Annual Deductible: \$1,400</p>	<p>ESI Member Services: 855-315-4523</p> <p>Electronic Claims Submission: EDI Vendor #: 47198</p> <p style="text-align: center;">Prudent Buyer Plan ®</p> <p>Provider VERIFAX: 800-971-4153</p> <p>Utilization Management: 800-971-4153</p>