



Stanford
HEALTH CARE ALLIANCE

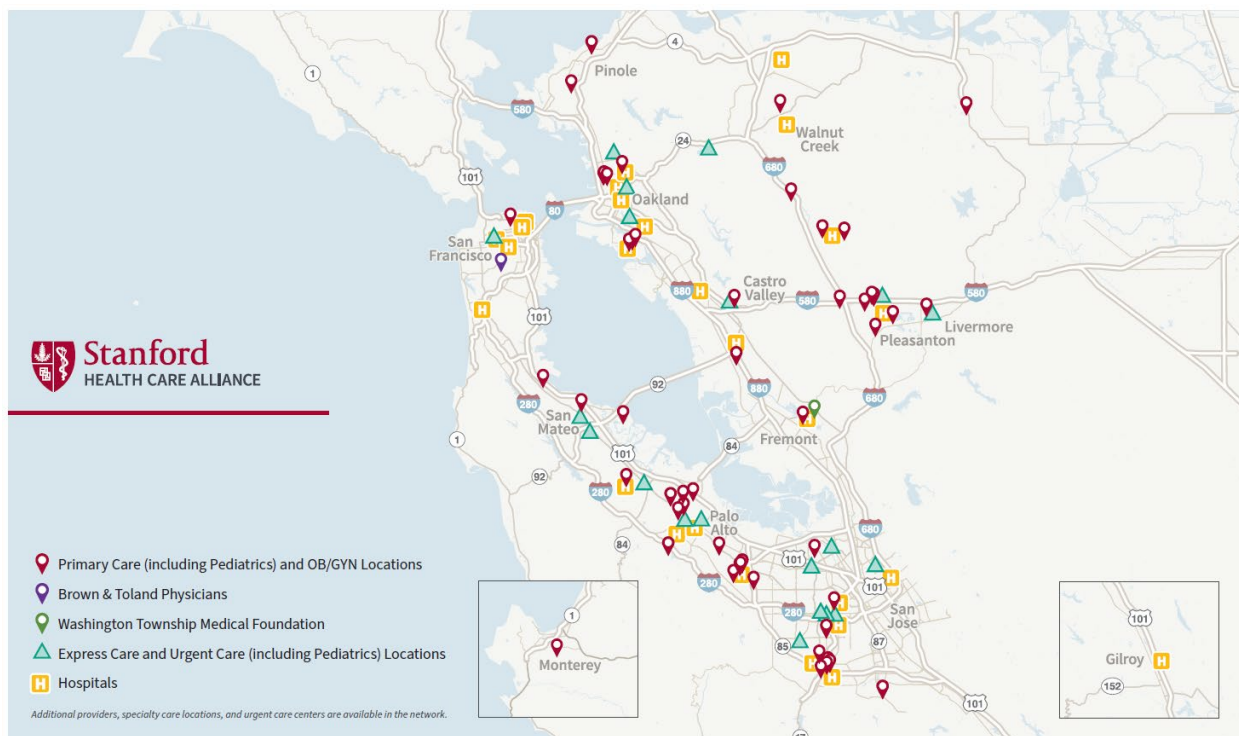
Stanford Health Care Alliance 2024 Provider Operations Guide



Welcome to Stanford Health Care Alliance!

Stanford Health Care Alliance (SHC Alliance) is an Accountable Care Organization (ACO) plan that provides a custom narrow network to self-funded employer groups. SHC Alliance plans may vary in the benefit design offered to each employer and resemble a narrow network Exclusive Provider Organization (EPO) or Point of Service (POS) plan.

SHC Alliance is a custom network and providers must be selected to participate in each specific employers' custom ACO plan. The core provider network for SHC Alliance plans is the Stanford Medicine and Stanford affiliated network of hospitals, facilities and physicians, and the onsite Employer-Based Clinics (EBCs). To ensure network adequacy, the SHC Alliance provider network also includes supplemental non-Stanford providers contracted through a national health plan (e.g., Aetna or Anthem) that “wrap” around the core Stanford network. It is important to understand the wrap network for each employer group as it may vary significantly. Check the specific network directory for each employer group starting on page 16 or call provider services to confirm provider status with the SHC Alliance network. **Most benefit plans do not include an out-of-network option so enrollees who are incorrectly referred to a non-SHC Alliance network provider (out-of-network) may be held financially liable for charges incurred.**



Additional providers, specialty care locations, and urgent care centers are available in the network.

Overview

The Stanford Health Care Alliance 2024 Provider Operations guide is a summary of policies, resources, and operating procedures for in-network Stanford Health Care Alliance providers. This guide will assist providers and office administrators with:

- What's new for 2024
- Identifying members in the SHC Alliance plans
- Precertification and prior authorization
- Filing claims
- Who to contact with questions

SHC Alliance plans are offered to members of the following plan sponsors (employers):

- Stanford Employer Groups
 - Lucile Packard Children's Hospital Stanford (LPCH)
 - Packard Children's Health Alliance (PCHA)
 - Stanford Health Care (SHC)
 - Stanford Health Care Tri-Valley (TV)
 - Stanford Medicine Partners (SMP)
 - Stanford University Postdoctoral Scholars (Post Docs)

***Stanford University Faculty & Staff plan terminated 12/31/2023**

- Cisco Systems, Inc. (Cisco)
- Intel Corporation (Intel)



What's New for 2024

Stanford University Faculty & Staff SHCA Plan Termination

Beginning 2024, Stanford University Faculty & Staff (SU) will no longer offer the SHCA plan. Please note that SU's new Aetna PPO plan called "Aetna Select Copay Health Plan" is not an SHCA plan. Care management and member care service for this plan will no longer be provided by SHCA. This plan is fully administered by Aetna. Members will receive a new ID card along with information about their new plan. Questions regarding the new Aetna Select Copay plan should be directed to Aetna directly.

Referral Requirement Discontinuation




Referral requirement for Stanford Health Care (SHC) and Lucile Packard Children's Hospital Stanford (LPCH) SHCA members will no longer be required in 2024. Members will continue to be attributed to a Primary Care Physician (PCP) for optimal patient care and specialty referrals will continue to be encouraged as appropriate.

New Stanford Medicine Partners (SMP) SHCA Plan

For 2024, Stanford Medicine Partners are offering a new SHCA plan:

- SMP Triple Option POS II

The SMP Triple Option POS II offers in-network and out-of-network benefits; however, member cost share may be impacted. Please refer to the member's benefit plan. Unlike other SHCA plans, the SMP Triple Option POS II plan includes all of Sutter Health's providers and facilities in network. This includes the Palo Alto Medical Foundation physicians and Eden Medical Center along with other Sutter Health providers. *There are no changes to the existing EPO SHCA plan for SMP enrollees.*

  	
NAP	
STANFORD MEDICINE PARTNERS TRIPLE OPTION - SHCA	
Issuer (80840) 9140860054 Choice POS II	
GRP: 283922-011-00011	
ID W0000 00009	
01SAMPLE MEMBER	
Stanfordhealthcarealliance.org	
PAYER NUMBER 60054 0106	

TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.				
MEDICAL	INDIVIDUAL	Tier 1	Tier 3	FAMILY
		Tier 1	Tier 3	Tier 1
				Tier 3
INN DED	N/A	\$ 500	N/A	\$ 1000
INN OOP MAX	\$ 2000	\$ 2000	\$ 4000	\$ 4000
OON DED	\$ 1500		\$ 3000	
OON OOP MAX	\$ 6000		\$ 12000	

SHCA MEMBER CARE SERVICES	1-855-345-7422
PROVIDERS CALL/PRECEP	1-888-632-3862
24 HOUR NURSE LINE	1-800-556-1555
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047

Aetna Life Insurance Company	
Submit Claims To:	
PO BOX 14079	KY 40512 4079
LEXINGTON	

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How to Identify Members in SHC Alliance Plans

Sample ID Cards



Below is a quick guide to help identify members of the SHC Alliance plans. This section also describes the requirements associated with the various employer groups.

SHC Alliance Stanford Employer Groups

Stanford Health Care, Lucile Packard Children's Hospital Stanford

 																	
STANFORD HEALTH CARE CRONA Issuer: (80840) 9140860054 Aetna Select Open Access GRP: 283900-014-00001 ID W0000 00009 01SAMPLE MEMBER PCP: Steven Lin																	
PCP \$ 20.00 SPC \$ 35.00 ER \$ 200.00	<p>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.</p> <table border="1"> <thead> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>FAMILY</th> </tr> </thead> <tbody> <tr> <td>INN DED</td> <td>Tier 1 \$ 400</td> <td>Tier 1 \$ 1000</td> </tr> <tr> <td>INN OOP MAX</td> <td>\$ 1800</td> <td>\$ 3600</td> </tr> <tr> <td>OON DED</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>OON OOP MAX</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> <p>MUST CHOOSE A PCP</p> <p>SHCA MEMBER CARE SERVICES 1-855-345-7422 PROVIDERS CALL/PRECEP 1-888-632-3862 24 HOUR NURSE LINE 1-800-556-1555 MENTAL/BEHAVIORAL HEALTH 1-800-424-4047</p> <p>Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>		MEDICAL	INDIVIDUAL	FAMILY	INN DED	Tier 1 \$ 400	Tier 1 \$ 1000	INN OOP MAX	\$ 1800	\$ 3600	OON DED	N/A	N/A	OON OOP MAX	N/A	N/A
MEDICAL	INDIVIDUAL	FAMILY															
INN DED	Tier 1 \$ 400	Tier 1 \$ 1000															
INN OOP MAX	\$ 1800	\$ 3600															
OON DED	N/A	N/A															
OON OOP MAX	N/A	N/A															
StanfordHealthCareAlliance.org	PAYER NUMBER 60054 0106																
PCP Required	Referral Required	Out-of-Network Benefits															
Yes	No	No															

Packard Children's Health Alliance

 																	
PACKARD CHILDRENS HEALTH ALLIANCE Issuer: (80840) 9140860054 Aetna Select Open Access GRP: 283902-011-00001 ID W1234 56789 01 John Doe 02 Jane Doe																	
PCP \$ 20.00 SPC \$ 35.00 ER \$ 200.00	<p>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.</p> <table border="1"> <thead> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>FAMILY</th> </tr> </thead> <tbody> <tr> <td>In Network Deductible</td> <td>\$ 400</td> <td>N/A</td> </tr> <tr> <td>In Network Out Of Pocket Max</td> <td>\$ 1800</td> <td>N/A</td> </tr> <tr> <td>Out Of Network Deductible</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Out Of Network OOP Max</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> <p>SHCA MEMBER CARE SERVICES 1-855-345-7422 PROVIDERS CALL/PRECEP 1-888-632-3862 24 HOUR NURSE LINE 1-800-556-1555 MENTAL/BEHAVIORAL HEALTH 1-800-424-4047</p> <p>Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>		MEDICAL	INDIVIDUAL	FAMILY	In Network Deductible	\$ 400	N/A	In Network Out Of Pocket Max	\$ 1800	N/A	Out Of Network Deductible	N/A	N/A	Out Of Network OOP Max	N/A	N/A
MEDICAL	INDIVIDUAL	FAMILY															
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In Network Out Of Pocket Max	\$ 1800	N/A															
Out Of Network Deductible	N/A	N/A															
Out Of Network OOP Max	N/A	N/A															
StanfordHealthCareAlliance.org	PAYER NUMBER 60054 0106																
PCP Required	Referral Required	Out-of-Network Benefits															
No	No	No															

Stanford Health Care Tri-Valley

EPO SHCA Plan



SHC TRI-VALLEY
EPO SHCA

Issuer (80840) 9140860054 Aetna Select Open Access
GRP: 868307-011-00001
ID W2766 08718
01 MEMBER TEST

PCP	\$ 20.00
SPC	\$ 35.00
ER	\$ 200.00

RX BIN# 610502

Stanfordhealthcarealliance.org

PAYER NUMBER 60054 0106

TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA.
See your plan documents for all plan requirements, including
precertification. In an emergency, seek care immediately or
call 911. This card does not guarantee coverage.

MEDICAL	INDIVIDUAL	FAMILY
INN DED	Tier 1 \$ 400	Tier 1 \$ 1000
INN OOP MAX	\$ 1800	\$ 3600
OON DED	N/A	N/A
OON OOP MAX	N/A	N/A

SHCA MEMBER CARE SERVICES	1-855-345-7422
PROVIDERS CALL/PRECERT	1-888-632-3862
24 HOUR NURSE LINE	1-800-556-1555
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047
RX MEMBER SERVICES	1-888-792-3862

Aetna Life Insurance Company
Submit Claims To:
PO BOX 14079
LEXINGTON KY 40512 4079

PCP Required

No

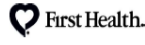
Referral Required

No

Out-of-Network Benefits

No

POS II and HDHP SHCA Plans



NAP

SHC TRI-VALLEY
POS II SHCA

Issuer (80840) 9140860054 Choice POS II
GRP: 868376-013-00001
ID W2561 48995

01 SAMPLE TEST

PCP: NO ELECTION REQUIRED
02 SPOUSE TEST
PCP: NO ELECTION REQUIRED

PCP	\$ 15.00
SPC	\$ 15.00

Stanfordhealthcarealliance.org

PAYER NUMBER 60054 0106

TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA.
See your plan documents for all plan requirements, including
precertification. In an emergency, seek care immediately or
call 911. This card does not guarantee coverage.

MEDICAL	INDIVIDUAL	FAMILY
INN DED	Tier 1 \$ 1000	Tier 1 \$ 3000
INN OOP MAX	\$ 3000	\$ 9000
OON DED	\$ 1000	\$ 3000
OON OOP MAX	\$ 10000	\$ 30000

SHCA MEMBER CARE SERVICES	1-855-345-7422
PROVIDERS CALL/PRECERT	1-888-632-3862
24 HOUR NURSE LINE	1-800-556-1555
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047

Aetna Life Insurance Company
Submit Claims To:
PO BOX 14079
LEXINGTON KY 40512 4079

PCP Required

No

Referral Required

No

Out-of-Network Benefits

Yes

Stanford Medicine Partners

EPO SHCA Plan

<p>UNIVERSITY HEALTHCARE ALLIANCE SHCA PLAN Issuer: (80840) 9140860054 Aetna Select Open Access GRP: 868027-010-00011 ID W1234 56789 01 John Doe PCP: Jaya Karnani</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td>PCP</td> <td>\$</td> <td>20.00</td> </tr> <tr> <td>SPC</td> <td>\$</td> <td>35.00</td> </tr> <tr> <td>ER</td> <td>\$</td> <td>200.00</td> </tr> </table> <p style="margin-top: 10px;">RX BIN# 610502</p> <p style="font-size: small; margin-top: 10px;">StanfordHealthCareAlliance.org PAYER NUMBER 60054 0106</p>	PCP	\$	20.00	SPC	\$	35.00	ER	\$	200.00	<p>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.</p> <table style="width: 100%; font-size: x-small;"> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>FAMILY</th> </tr> <tr> <td>In Network Deductible</td> <td>\$ 400</td> <td>N/A</td> </tr> <tr> <td>In Network Out Of Pocket Max</td> <td>\$ 1800</td> <td>N/A</td> </tr> <tr> <td>Out Of Network Deductible</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Out Of Network OOP Max</td> <td>N/A</td> <td>N/A</td> </tr> </table> <table style="width: 100%;"> <tr> <td>SHCA MEMBER CARE SERVICES</td> <td>1-855-345-7422</td> </tr> <tr> <td>PROVIDERS CALL/PRECERT</td> <td>1-888-632-3862</td> </tr> <tr> <td>24 HOUR NURSE LINE</td> <td>1-800-556-1555</td> </tr> <tr> <td>MENTAL/BEHAVIORAL HEALTH</td> <td>1-800-424-4047</td> </tr> <tr> <td>RX MEMBER SERVICES</td> <td>1-888-792-3862</td> </tr> </table> <p style="font-size: x-small; margin-top: 10px;">Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>	MEDICAL	INDIVIDUAL	FAMILY	In Network Deductible	\$ 400	N/A	In Network Out Of Pocket Max	\$ 1800	N/A	Out Of Network Deductible	N/A	N/A	Out Of Network OOP Max	N/A	N/A	SHCA MEMBER CARE SERVICES	1-855-345-7422	PROVIDERS CALL/PRECERT	1-888-632-3862	24 HOUR NURSE LINE	1-800-556-1555	MENTAL/BEHAVIORAL HEALTH	1-800-424-4047	RX MEMBER SERVICES	1-888-792-3862
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MENTAL/BEHAVIORAL HEALTH	1-800-424-4047																																		
RX MEMBER SERVICES	1-888-792-3862																																		

PCP Required

No

Referral Required

No

Out-of-Network Benefits

No

Triple Option SHCA Plan – New for 2024

<p>STANFORD MEDICINE PARTNERS TRIPLE OPTION - SHCA NAP Issuer: (80840) 9140860054 Choice POS II GRP: 283922-011-00011 ID W0000 00009 01 SAMPLE MEMBER</p> <p style="font-size: small; margin-top: 10px;">Stanfordhealthcarealliance.org PAYER NUMBER 60054 0106</p>	<p>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.</p> <table style="width: 100%; font-size: x-small;"> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>Tier 3</th> <th>FAMILY</th> <th>Tier 3</th> </tr> <tr> <td></td> <td>Tier 1</td> <td></td> <td>Tier 1</td> <td></td> </tr> <tr> <td>INN DED</td> <td>N/A</td> <td>\$ 500</td> <td>N/A</td> <td>\$ 1000</td> </tr> <tr> <td>INN OOP MAX</td> <td>\$ 2000</td> <td>\$ 2000</td> <td>\$ 4000</td> <td>\$ 4000</td> </tr> <tr> <td>OON DED</td> <td>\$ 1500</td> <td></td> <td>\$ 3000</td> <td></td> </tr> <tr> <td>OON OOP MAX</td> <td>\$ 6000</td> <td></td> <td>\$12000</td> <td></td> </tr> </table> <table style="width: 100%;"> <tr> <td>SHCA MEMBER CARE SERVICES</td> <td>1-855-345-7422</td> </tr> <tr> <td>PROVIDERS CALL/PRECERT</td> <td>1-888-632-3862</td> </tr> <tr> <td>24 HOUR NURSE LINE</td> <td>1-800-556-1555</td> </tr> <tr> <td>MENTAL/BEHAVIORAL HEALTH</td> <td>1-800-424-4047</td> </tr> </table> <p style="font-size: x-small; margin-top: 10px;">Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>	MEDICAL	INDIVIDUAL	Tier 3	FAMILY	Tier 3		Tier 1		Tier 1		INN DED	N/A	\$ 500	N/A	\$ 1000	INN OOP MAX	\$ 2000	\$ 2000	\$ 4000	\$ 4000	OON DED	\$ 1500		\$ 3000		OON OOP MAX	\$ 6000		\$12000		SHCA MEMBER CARE SERVICES	1-855-345-7422	PROVIDERS CALL/PRECERT	1-888-632-3862	24 HOUR NURSE LINE	1-800-556-1555	MENTAL/BEHAVIORAL HEALTH	1-800-424-4047
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	Tier 1		Tier 1																																				
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INN OOP MAX	\$ 2000	\$ 2000	\$ 4000	\$ 4000																																			
OON DED	\$ 1500		\$ 3000																																				
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24 HOUR NURSE LINE	1-800-556-1555																																						
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047																																						

PCP Required

No

Referral Required

No

Out-of-Network Benefits

Yes

Stanford University Postdoctoral Scholars



NAP

STANFORD UNIVERSITY
POSTDOCTORAL SCHOLARS

Issuer (80840) 9140860054 Choice PCS II
GRP: 109047-012-00001

ID W1234 56789

01 John Doe

PCP: NO ELECTION REQUIRED

02 Jane Doe

PCP: NO ELECTION REQUIRED

03 John Doe Jr.

PCP: NO ELECTION REQUIRED

PCP	\$	5.00
SFG	\$	35.00
ER	\$	300.00

RX BIN# 610502

StanfordHealthCareAlliance.org

PAYER NUMBER 60054 0106

TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA.
See your plan documents for all plan requirements, including
precertification. In an emergency, seek care immediately or
call 911. This card does not guarantee coverage.

MEDICAL	INDIVIDUAL	FAMILY
In Network Deductible	N/A	N/A
In Network Out Of Pocket Max	\$ 3800	\$ 7000
Out Of Network Deductible	\$ 1500	\$ 4500
Out Of Network OOP Max	\$15000	\$45000

SHCA MEMBER CARE SERVICES	1-855-345-7422
PROVIDERS CALL/PRECEPT	1-888-632-3862
24 HOUR NURSE LINE	1-800-556-1555
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047
RX MEMBER SERVICES	1-888-792-3862

Aetna Life Insurance Company
Submit Claims To:
PO BOX 14079
LEXINGTON KY 40512 4079

PCP Required

No

Referral Required




No

Out-of-Network Benefits

Yes

SHC Alliance Technology Clients

Cisco – LifeConnections Plan

  <p>LIFE CONNECTIONS PLAN COPAYS: LHCS10 PCPS20 SPCS40 Issuer (80840) 9140860054 Aetna Select Open Access GRP: 868100-010-00001 ID</p> <p>www.aetna.com</p> <p>PAYER NUMBER 60054 0106</p>	<p>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.</p> <table border="1"> <thead> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>FAMILY</th> </tr> </thead> <tbody> <tr> <td>In Network Deductible</td> <td>\$ 400</td> <td>\$ 800</td> </tr> <tr> <td>In Network Out Of Pocket Max</td> <td>\$ 2800</td> <td>\$ 5600</td> </tr> <tr> <td>Out Of Network Deductible</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Out Of Network OOP Max</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table> <p>SHCA MEMBER SERVICES 1-844-845-8078 PROVIDERS CALL/PRECERT 1-888-632-3862 24 HOUR NURSE LINE 1-800-556-1555 CVS CAREMARK RX 1-877-411-8164 MENTAL/BEHAVIORAL HEALTH 1-800-424-4047</p> <p>Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p> <p> RX BIN: 004336 RxPCN: ADV RXGRP: RX1375</p>	MEDICAL	INDIVIDUAL	FAMILY	In Network Deductible	\$ 400	\$ 800	In Network Out Of Pocket Max	\$ 2800	\$ 5600	Out Of Network Deductible	N/A	N/A	Out Of Network OOP Max	N/A	N/A
MEDICAL	INDIVIDUAL	FAMILY														
In Network Deductible	\$ 400	\$ 800														
In Network Out Of Pocket Max	\$ 2800	\$ 5600														
Out Of Network Deductible	N/A	N/A														
Out Of Network OOP Max	N/A	N/A														

PCP Required

Encouraged






Referral Required

No

Out-of-Network Benefits

No

Intel Connected Care

   <p>Connected Care CA HDHP</p> <p>Member Name: JANE SAMPLE Member ID: SMPL0001 Group #: L00841M001 Plan: 040 Plan Code: HSA/HDHP PCP:</p> <p>Connected Care Concierge Center: 1-800-971-4153 connectedcarehealth.com</p> <table border="1"> <thead> <tr> <th>Deductible:</th> <th>Out-of-Pocket Maximum:</th> </tr> </thead> <tbody> <tr> <td>Employee only: \$1,600</td> <td>Employee only: \$2,240</td> </tr> <tr> <td>Employee & child(ren): \$3,200</td> <td>Employee & child(ren): \$4,480</td> </tr> <tr> <td>Employee & spouse: \$4,000</td> <td>Employee & spouse: \$5,335</td> </tr> <tr> <td>Employee & spouse & child(ren): \$4,000</td> <td>Employee & spouse & child(ren): \$5,335</td> </tr> </tbody> </table> <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>	Deductible:	Out-of-Pocket Maximum:	Employee only: \$1,600	Employee only: \$2,240	Employee & child(ren): \$3,200	Employee & child(ren): \$4,480	Employee & spouse: \$4,000	Employee & spouse: \$5,335	Employee & spouse & child(ren): \$4,000	Employee & spouse & child(ren): \$5,335	  <p>ESI Pharmacy Information: Rx Bin: 610014 Rx Group: INTELRX Pharmacy Help Desk: 1 (800) 922-1557 ESI Member Services: 1 (855) 315-4523</p> <table border="1"> <tr> <td>Anthem Group #: L00841M002 Plan: 040 Medical Claims Mailing Address: Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007</td> <td>Electronic Claims Submission: EDI Vendor #: 47198</td> </tr> </table> <p>Out-of-Area Network  For more information call the Concierge Center: 1 (800) 971-4153</p> <p>Prudent Buyer Plan®</p> <table border="1"> <tr> <td>Provider VERIFAX: 1 (800) 971-4153</td> <td>Utilization Management: 1 (800) 971-4153</td> </tr> </table> <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>	Anthem Group #: L00841M002 Plan: 040 Medical Claims Mailing Address: Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007	Electronic Claims Submission: EDI Vendor #: 47198	Provider VERIFAX: 1 (800) 971-4153	Utilization Management: 1 (800) 971-4153
Deductible:	Out-of-Pocket Maximum:														
Employee only: \$1,600	Employee only: \$2,240														
Employee & child(ren): \$3,200	Employee & child(ren): \$4,480														
Employee & spouse: \$4,000	Employee & spouse: \$5,335														
Employee & spouse & child(ren): \$4,000	Employee & spouse & child(ren): \$5,335														
Anthem Group #: L00841M002 Plan: 040 Medical Claims Mailing Address: Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007	Electronic Claims Submission: EDI Vendor #: 47198														
Provider VERIFAX: 1 (800) 971-4153	Utilization Management: 1 (800) 971-4153														

PCP Required

No

Referral Required

No

Out-of-Network Benefits

Yes

Precertification and Prior Authorization

Stanford and Cisco SHC Alliance Plans – Prior Authorizations

The SHC Alliance plans for Stanford and Cisco utilize the **Aetna National Precertification List (“Aetna NPL”)**. The current Aetna NPL can be located at the following link, and is routinely updated on a quarterly basis: https://www.aetna.com/content/dam/aetna/pdfs/aetna.com/healthcare-professionals/2024_Precert_List.pdf

Providers can submit authorizations for Stanford or Cisco members to SHC Alliance through the Aetna Provider Portal or by calling Aetna at 1-888-632-3862. Providers can determine if a CPT code is required for precertification by entering one or more 5-digit CPT codes via:

<https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html>

Providers can also review the Behavioral Health Precertification List via:

https://www.aetna.com/content/dam/aetna/pdfs/aetna.com/healthcare-professionals/documents-forms/bh_precert_list.pdf

Special programs requiring precertification	Contact Information and Website
BRCA testing	Aetna Provider Portal or by phone 1-877-794-8720
Gender Reassignment Surgery	Aetna’s Provider Service Center 1-888-632-3862
Infertility Program	National Infertility Unit (NIU): 1-800-575-5999
Infertility Program: Injectables	For Stanford University Postdoctoral Scholars and for Stanford Health Care Tri-Valley EPO SHCA plan: Aetna Specialty Pharmacy 1-800-237-2767 For Stanford Health Care Tri-Valley POS II and HDHP SHCA plans: OptumRx 1-866-230-8234 For Stanford Health Care, Stanford Medicine Partners, Lucile Packard Children’s Hospital Stanford, Packard Children’s Health Alliance, and Cisco: CVS Caremark Pharmacy 1-800-294-5979 https://eforms.com/prior-authorization/cvscaremark/
Mental Health or Substance Abuse Services Precertification <i>Note: Includes Autism Spectrum Disorders (ABA Therapy only)</i>	Aetna’s Provider Service Center 1-888-632-3862
Transplant <i>Note: All related codes requested as part of a Pre-Transplant Evaluation, Transplant, or Post-Transplant</i>	Aetna’s Provider Service Center 1-888-632-3862

Intel Connected Care California – Prior Authorizations

Intel does not use a standard national precertification list and requires medical necessity review only for inpatient services at *non-Stanford owned hospitals*. For details on the Intel authorization process, contact Connected Care's Concierge Center at 1-800-971-4153.

The in-network *non-Stanford owned hospitals* that require prior authorization include:

- AHMC Seton Medical Center
- Good Samaritan Hospital
- El Camino Hospital – Mountain View Hospital
- El Camino Hospital – Los Gatos Hospital
- John Muir Health, Concord Medical Center
- John Muir Health, Walnut Creek Medical Center
- O'Connor Hospital
- Regional Medical Center of San Jose
- St. Louise Regional Hospital
- St. Rose Hospital
- UCSF Benioff Children's Hospital Oakland
- Sequoia Hospital
- Washington Hospital Healthcare System

Sutter facilities and providers are all out-of-network for the Connected Care plan. Members will incur very high out of pocket coinsurance if Sutter is used.

In the event a member may require *medical services from an out-of-network provider*, the referring provider will be required to submit a referral request and should contact the Connected Care Concierge Center at 1-800-971-4153 for additional instructions.

Express Care, After Hours and Urgent Care

Where should I go for care?



 For preventative and non-urgent care	 For prompt, after-hours care when it's not life-threatening	 Walk in and get care for minor illnesses or injuries	 For urgent care when it's not life-threatening	 Anytime care for life-threatening emergencies
Primary Care Doctor Appointment: Yes Hours: Business Visits: Video and in-person	Stanford Express Care Appointment: Yes, same-day Hours: Daily, varies by location Visits: Video and in-person	Stanford Walk-In Clinic Appointment: No Hours: Monday–Friday, 2:30pm–10:00pm	Urgent Care Appointment: Yes, same-day Hours: Daily, varies by location Visits: Video and in-person	Emergency Department Appointment: No Hours: 24/7
<i>Annual exams • Routine care, including minor ailments and injuries • Blood tests • Care for chronic illness • Vaccinations</i>	<i>Minor ailments including cold, cough, flu, sore throats, congestion, headaches, fever, ear infections, urinary tract infections and rashes • Minor injuries including sprains, cuts, puncture wounds, burns, animal and insect bites • Vomiting and diarrhea • Back pain • Abdominal pain • Mild asthma</i>			<i>Call 911 or go to the nearest hospital for life-threatening emergencies</i>



When you are unable to see your primary care doctor, but it's not serious enough for the emergency department

Stanford Express Care – Castro Valley >>

20642 John Dr
 Castro Valley, CA 94546
 Phone: 510-785-5000
 Hours: Mon–Fri, 7am–7pm
 Sat–Sun, 9am–7pm

Stanford Express Care – Palo Alto >>

211 Quarry Rd, Ste 102
 Palo Alto, CA 94304
 Phone: 650-736-5211
 Hours: Daily, 9am–9pm

Stanford Express Care – San Jose >>

52 Skytop St, Ste 10
 San Jose, CA 95134
 Phone: 669-294-8888
 Hours: Daily, 9am–9pm

Stanford Medicine Imaging and Express Care >>

798 S Winchester Blvd
 San Jose, CA 95128
 Phone: 408-984-7226
 Hours: Mon–Fri, 8am–8pm
 Sat–Sun, 9am–7pm

Stanford Walk-In Clinic >>

211 Quarry Rd, Ste 402
 Palo Alto, CA 94304
 Phone: 650-498-3328
 Hours: Mon–Fri, 2:30pm–10:00pm

Stanford Health Care Tri-Valley Urgent Care >>

1133 E Stanley Blvd
 Livermore, CA 94550
 Phone: 925-373-4018
 Hours: Daily, 10am–8pm
 Holidays*, 10am–3pm

4000 Dublin Blvd, Ste 150
 Dublin, CA 94568
 Phone: 925-479-3773
 Hours: Daily, 10am–8pm
 Holidays*, 10am–3pm

*July 4th, Thanksgiving and Christmas

After Hour Pediatrics Urgent Care >>

210 Baldwin Ave
 San Mateo, CA 94401
 Phone: 650-579-6581
 Hours: Mon–Fri, 5pm–10pm
 Sat–Sun, 10am–10pm

O'Connor Pediatric Urgent Care >>

2101 Forest Ave, Ste 130
 San Jose, CA 95128
 Phone: 408-283-7677
 Hours: Mon–Fri, 2pm–9pm

LifeConnections Health Center >> *Cisco LifeConnections members only

3571 N First St • Campus Bldg Q, 2nd Fl
 San Jose, CA 95134
 Phone: 408-424-2000
 Hours: Mon–Fri, 8am–7pm
 Sat, 8am–5pm
 Closed on major holidays

Additional urgent care centers are available in the network. Please refer to the directory for a complete list or contact SHCA's Member Care Services Team at 855-345-7422 (Stanford groups) or 844-845-8078 (Cisco). Connected Care members can contact Connected Care's Concierge Center at 800-971-4153.

Carbon Health

SHCA members have access to Carbon Health urgent care clinics located throughout the Bay Area. Carbon Health offer same day and virtual appointments for non-life-threatening conditions and care. For more information and additional locations, please visit CarbonHealth.com.

Carbon Health Urgent Care Clinics

Alameda – Bridgeside Shopping Center

2671 Blanding Ave, Ste A&B
Alameda, CA 94501
Phone: 510-694-4816
Hours: Daily, 9am–7pm

Berkeley – Telegraph Ave

2920 Telegraph Ave
Berkeley, CA 94705
Phone: 510-686-3621
Hours: Daily, 9am–7pm

Campbell – S Bascom Ave

1760 S Bascom Ave, #140
Campbell, CA 95008
Phone: 408-214-9732
Hours: Daily, 9am–7pm

Mountain View – San Antonio Center

2580 W El Camino Real, #6
Mountain View, CA 94040
Phone: 650-540-8851
Hours: Daily, 8:30am–4:30pm

Oakland – Grand Ave

411 Grand Ave
Oakland, CA 94610
Phone: 510-844-4097
Hours: Daily, 8am–6pm

San Francisco – Spear St

345 Spear St, Ste 120
San Francisco, CA 94105
Phone: 415-612-3275
Hours: Daily, 9am–7pm

San Jose – Almaden Ranch

5120 Cherry Ave, #20
San Jose, CA 95118
Phone: 408-780-2532
Hours: Daily, 9am–7pm

San Jose – El Paseo de Saratoga

1390 El Paseo de Saratoga, #1390
San Jose, CA 95130
Phone: 408-533-0345
Hours: Mon–Fri, 9am–7pm

San Jose – Market Park

1411 Berryessa Rd, Ste 30
San Jose, CA 95131
Phone: 408-785-6344
Hours: Daily, 9am–7pm

San Jose – Santana Row

377 Santana Row, #1180
San Jose, CA 95128
Phone: 669-247-4773
Hours: Daily, 9am–7pm

San Mateo – Hillsdale Mall

46 Hillsdale Mall
San Mateo, CA 94403
Phone: 650-769-5612
Hours: Daily, 9am–7pm

Santa Clara – Santa Clara Square

2712 Augustine Dr, Ste 120
Santa Clara, CA 95054
Phone: 408-780-2542
Hours: Daily, 9am–7pm



Feel better, faster

Carbon Health is a convenient urgent care provider with locations around the Bay Area.

As a Stanford Health Care Alliance plan member, you have access to same-day and virtual care for your and your family's urgent healthcare needs.

Walk-ins are always welcome!

Avoid the ER for urgent care:

We can treat acute illnesses including cold symptoms, sprains and cuts, and asthma attacks or difficulty breathing.

Connected care wherever you start:

Your urgent care visit is securely shared with your Stanford Health Care team, so your health journey is always connected.

Download the Carbon Health app today:

The app lets you book in-person or virtual appointments, view test results and medical records, manage prescriptions, or message your care team.

Nearby when you need care

San Francisco

Civic Center
Irving St
Market St
Spear St
Stonestown

East Bay

Alameda - Bridgeside
Alameda - Landing
Albany
Antioch
Berkeley
Concord
Martinez
Oakland

Marin County

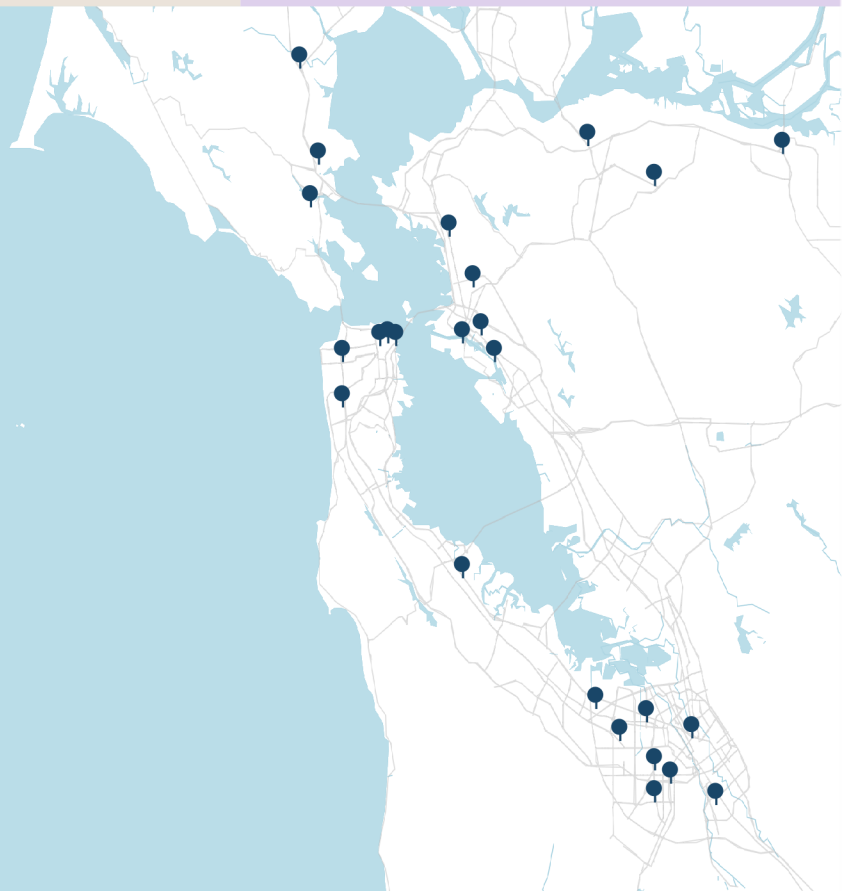
Corte Madera
Novato
San Rafael

Peninsula/South Bay

Sunnyvale
San Mateo
Santa Clara
Campbell
Mountain View - '23

San Jose

Almaden Ranch
El Paseo de Saratoga
Market Park
Santana Row



Book an appointment
or learn more at
carbonhealth.com

Additional Resources

Behavioral Health Resources

A behavioral health resource listing is available for all SHC Alliance employer groups. Please refer to page 29 of this guide or visit the [SHC Alliance Provider Resources](#) page to view the latest behavioral resource grid.

Hey Jane (Not available to Intel Connected Care members)

Hey Jane is a virtual only telemedicine provider that provides reproductive health services, including medical abortion and contraception consultation and prescription. Members must reside in the following states for the duration of treatment: California, Colorado, Illinois, New Mexico, New York and Washington.

Hinge Health (Available to SHC/LPCH non-CRONA and PCHA members only)

Hinge Health is a digital clinic that provides home-based virtual physical therapy for joint and back pain. Please visit hingehealth.com, for more information.

Infertility and Reproductive Health

Stanford Children's Reproductive, Endocrinology & Infertility (REI) clinic at Sunnyvale offers a comprehensive array of infertility treatment options for both female and male. For more information, please visit [Stanford Children's Health - Fertility and Reproductive Health](#).

LGBTQ+ Patients

Having a physician who is familiar with the needs of an LGBTQ+ patient increases an individual's trust and makes it easier to communicate candidly with their doctor. The LGBTQ+ Health Program at Stanford Health Care offers specialized expertise with ease of access for LGBTQ+ individuals. For more information, please visit [LGBTQ+ Program | Stanford Health Care](#).

Maven Clinic (Available to SHC/LPCH non-CRONA, PCHA and SHC TV members only)

Maven Clinic is a virtual clinic that provides 24/7 virtual care to women and their family through their maternity journey. Membership is available at no cost through Aetna's Enhanced Maternity Program. For more information or to join, please visit:

- LPCH: mavenclinic.com/join/StanfordChildrens
- PCHA: mavenclinic.com/join/PackardChildrens
- SHC: mavenclinic.com/join/SHC
- SHC TV: mavenclinic.com/join/SHCTriValley

At-a-Glance Summary

SHC Alliance Stanford Employer Groups

	SHC ALLIANCE STANFORD EMPLOYER GROUPS	SHC ALLIANCE TECHNOLOGY CLIENTS	
		Cisco	Intel
Employer Group	<ul style="list-style-type: none"> • Lucile Packard Children’s Hospital Stanford • Stanford Health Care • Packard Children’s Health Alliance • Stanford Health Care Tri-Valley • Stanford Medicine Partners • Stanford University Postdoctoral Scholars 	<ul style="list-style-type: none"> • Cisco Systems, Inc. 	<ul style="list-style-type: none"> • Intel Corporation
Member Eligibility	SHC and SMP users: verify eligibility in Epic under “Coverages” Others: Aetna’s provider portal Availity.com or contact Provider Services at 1-888-632-3862.		Check eligibility in Connected Care’s provider portal at secure.healthx.com/connectedcareprovideraccess or contact the Concierge Team at 1-800-971-4153.
PCP Selection Required	No PCP selection is required for SHC and LPCH employer groups.	Encouraged	Encouraged
Network Directory	stanfordhealthcarealliance.org	tinyurl.com/ciscoproviders	connectedcareproviders.com
Referral Required	No		No
Authorization Required	Yes, for CPT codes, drugs and injectables included in Aetna’s National Precertification List. Providers can search by CPT code: https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html		Limited to hospitalizations. Authorization is not required for Stanford facilities (Lucile Packard Children's Hospital Stanford, Stanford Hospital and Stanford Health Care Tri-Valley).

	SHC ALLIANCE STANFORD EMPLOYER GROUPS	SHC ALLIANCE TECHNOLOGY CLIENTS	
		Cisco	Intel
Claim Submission	<p>Electronic claim submission: https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-claims.html EDI Vendor #60054</p> <p>Paper claim submissions (CMS-1500 or UB-04): P.O. Box 14079 Lexington, KY 40512-4079</p> <p>For disputes and appeals: Provider Resolution Team P.O. Box 14020 Lexington, KY 40512 Fax: 1-859-455-8650</p>	<p>Electronic claim submission: Payer ID 47198</p> <p>Paper claim submissions: Group #: L00841M002 Plan: 040 Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007</p> <p>For disputes and appeals: Connected Care Provider Grievance & Appeal Department P.O. Box 2900 Milwaukee WI 53201-2900</p>	
Preferred Laboratories	LabCorp, Quest Diagnostics, and Stanford Health Care laboratories are in-network; see member benefits for member cost share which can vary by place of service or facility.	LabCorp and Quest Diagnostics are preferred laboratories; Stanford Health Care laboratories are also in-network, but member cost share may be impacted	

	SHC ALLIANCE STANFORD EMPLOYER GROUPS	SHC ALLIANCE TECHNOLOGY CLIENTS	
		Cisco	Intel
Preferred Radiology and Imaging Services	<p>RadNet (Valley Radiology Medical Associates and NorCal Imaging), SimonMed Health Diagnostics facilities, and Stanford facilities are in-network. For a complete list, refer to the network directory.</p> <p>Note: For SHC and LPCH, coinsurance does not apply to Tier 1 facilities (Stanford Hospital, Lucile Packard Children's Hospital Stanford and Stanford Health Care Tri-Valley)</p>	<p>RadNet (Valley Radiology Medical Associates and NorCal Imaging), SimonMed Health Diagnostics facilities, and Stanford facilities are in-network. For a complete list, refer to the Cisco network directory.</p>	<p>RadNet (Valley Radiology Medical Associates and NorCal Imaging), Health Diagnostics, and other facilities are preferred. Stanford facilities are in-network, but member cost share may be impacted. For a complete list, refer to Intel's network directory.</p>
Behavioral Health	<p>Network includes Stanford and Aetna behavioral health providers. For a complete list, refer to the network directory website.</p> <p>See page 30 for Behavioral Health resource guide.</p>		<p>For a full listing of Behavioral Health providers, please refer to the Intel network directory website.</p> <p>See page 30 for Behavioral Health resource guide.</p> <p><i>All Sutter providers and facilities are excluded from the network.</i></p>
Near Site Clinics (in proximity to employer)	<p>Stanford Express Care 211 Quarry Rd, Ste 102 Palo Alto, CA 94304 1-650-736-5211</p> <p>Stanford Walk-In Clinic 211 Quarry Rd, Ste 402 Palo Alto, CA 94304 1-650-498-3328</p>	<p>LifeConnections Health Center 3571 North First St. Campus Building Q, 2nd Floor San Jose, CA 95134 1-408-424-2000</p> <p>Crossover Health @ SOMA 49 Stevenson St, 14th Floor San Francisco, CA 94105 1-415-963-0573</p>	<p>Stanford Santa Clara Primary Care 2518 Mission College Blvd San Jose, CA 95054 1-408-688-9720</p> <p>Stanford Express Care San Jose 52 Skytop St., Suite 10 San Jose, CA 95134 1-669-294-8888</p>

Network Summary

This section provides an overview and highlights of each employers' network. For a complete list of network providers by employer group, please consult the network directory specific to that employer or contact Provider Services.

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Stanford Postdoctoral Scholars	<p><u>Network Hospitals</u></p> <ul style="list-style-type: none"> • Lucile Packard Children's Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley • Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital, Alta Bates Summit Medical Center (ABSMC), California Pacific Medical Center (CPMC)) <p>Note: Only two Sutter hospitals are included in the network: (1) Alta Bates Summit Medical Center (ABSMC) and (2) California Pacific Medical Center (CPMC). All other Sutter hospitals are excluded.</p> <p>For the complete network directory visit: stanfordhealthcarealliance.org</p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> • All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children's Health Alliance (PHCA), Lucile Packard Children's Hospital Stanford (LPCH) • Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) • Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties • Washington Township Medical Foundation physicians • Sutter Pacific Medical Foundation physicians located in San Francisco • Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties <p><u>Out-of-Network Providers:</u> Access to Aetna's Choice POS II network outside of the Bay Area 5 core counties within the U.S.:</p> <ul style="list-style-type: none"> • Out-of-network benefit level <p><i>Palo Alto Medical Foundation (PAMF) physicians are out-of-network</i></p>

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
<ul style="list-style-type: none"> - Lucile Packard Children's Hospital Stanford - Packard Children's Health Alliance - Stanford Health Care - Stanford Medicine Partners - EPO SHCA Plan 	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> • Lucile Packard Children's Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> • Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital, Alta Bates Summit Medical Center (ABSMC), California Pacific Medical Center (CPMC)) <p>Note:</p> <ol style="list-style-type: none"> 1. Only two Sutter hospitals are included in the network: (1) Alta Bates Summit Medical Center (ABSMC), and (2) California Pacific Medical Center (CPMC). All other Sutter hospitals are excluded. 2. For SHC and LPCH non-CRONA members only: El Camino and Sequoia hospital charges <u>for delivery and newborn services only</u> is covered at Tier 1 Benefit Level; all other non-maternity services would apply to Tier 2. <p>For the complete network directory visit: stanfordhealthcarealliance.org</p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> • All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children's Health Alliance (PHCA), Lucile Packard Children's Hospital Stanford (LPCH) • Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) • Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties • Washington Township Medical Foundation physicians • Sutter Pacific Medical Foundation physicians located in San Francisco • Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties <p><u>Out-of-Area Coverage:</u> For SHC and LPCH non-CRONA members only, access to Aetna's Select Open Access network outside of the Bay Area 5 core counties.</p> <p><u>Out-of-Network Providers:</u> Plans for these employer groups do not include out-of-network benefits.</p> <p><i>Palo Alto Medical Foundation (PAMF) physicians are out-of-network</i></p>

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Stanford Medicine Partners – SHCA Triple Option Plan	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> • Lucile Packard Children’s Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> • Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital and Sutter Bay Area hospitals) <p>For the complete network directory visit: stanfordhealthcarealliance.org</p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> • All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children’s Health Alliance (PHCA), Lucile Packard Children’s Hospital Stanford (LPCH) • Palo Alto Medical Foundation, Sutter Gould Medical Foundation, all Bay Area Sutter providers and all other • Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) • Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties • Washington Township Medical Foundation physicians <p><u>Out-of-Network Providers:</u> 40% coinsurance after deductible (copay + 40% coinsurance for prescription drug)</p>
Stanford Health Care Tri-Valley – EPO SHCA Plan	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> • Lucile Packard Children’s Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> • Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital) <p>For the complete network directory visit: stanfordhealthcarealliance.org</p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> • All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children’s Health Alliance (PHCA), Lucile Packard Children’s Hospital Stanford (LPCH) • Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) • Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties • Washington Township Medical Foundation physicians <p><u>Out-of-Network Providers:</u> No out-of-network benefits.</p> <p><i>All Sutter facilities and providers, including Palo Alto Medical Foundation (PAMF) physicians are out-of-network.</i></p>

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Stanford Health Care Tri-Valley – POS II and HDHP SHCA Plans	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> Stanford Health Care Tri-Valley <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> Lucile Packard Children’s Hospital Stanford Stanford Hospital Sutter Bay Area hospitals Aetna contracted hospitals <p>For the complete network directory visit: stanfordhealthcarealliance.org</p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children’s Health Alliance (PHCA), Lucile Packard Children’s Hospital Stanford (LPCH) Palo Alto Medical Foundation, Sutter Gould Medical Foundation, all Bay Area Sutter providers and all other Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties Washington Township Medical Foundation physicians <p><u>Out-of-Network Providers:</u> 50% coinsurance after deductible (does not apply to prescription drug coverage)</p>

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Cisco	<p><u>Network Hospitals</u></p> <ul style="list-style-type: none"> • Lucile Packard Children’s Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley • Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital, Alta Bates Summit Medical Center (ABSMC), California Pacific Medical Center (CPMC)) <p>Note: Only two Sutter hospitals are included in the network: (1) Alta Bates Summit Medical Center (ABSMC), and (2) California Pacific Medical Center (CPMC). All other Sutter hospitals are excluded.</p> <p>For the complete network directory visit:</p> <ul style="list-style-type: none"> • tinyurl.com/ciscoproviders 	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> • LifeConnections Health Center (LCHC): Stanford manages and staffs the Cisco onsite LCHC clinic, which is the preferred provider for primary care and core to the Cisco health plans • Crossover Health @ SOMA located in San Francisco • All Stanford providers including Stanford Health Care (SHC) and SHC Tri-Valley, Stanford Medicine Partners (SMP), Packard Children’s Health Alliance (PHCA), Lucile Packard Children’s Hospital Stanford (LPCH) • Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health) • Select Brown & Toland physicians primarily located in San Francisco and San Mateo counties • Washington Township Medical Foundation physicians • Sutter Pacific Medical Foundation physicians located in San Francisco • Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties <p><u>Out-of-Area Coverage:</u> Access to Aetna’s Select Open Access network outside of the Bay Area 5 core counties. Emergency Room (ER) and Urgent Care is covered everywhere.</p> <p><u>Out-of-Network Providers:</u> No out-of-network benefits with the exception of ER and Urgent Care.</p> <p><i>Palo Alto Medical Foundation (PAMF) physicians are out-of-network</i></p>

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Intel	<ul style="list-style-type: none"> • Lucile Packard Children’s Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley <p><u>(Note: these hospitals do not require prior authorization)</u></p> <p>The hospitals listed below require prior authorization</p> <ul style="list-style-type: none"> • El Camino Hospital (Mountain View and Los Gatos) • Good Samaritan Hospital • John Muir Health (Concord and Walnut Creek) • O’Connor Hospital • Regional Medical Center of San Jose • St. Rose Hospital • St. Louise Regional Hospital • Sequoia Hospital • Seton Medical Center • UCSF Benioff Children’s Hospital Oakland • Washington Hospital <p>Note: <u>All</u> Sutter hospitals are excluded.</p> <p>For the complete network directory visit: connectedcareproviders.com</p>	<p><u>In-Network Tiers (5% coinsurance)</u></p> <p>Primary Network (“Medical Neighborhood”)</p> <ul style="list-style-type: none"> • All Stanford providers and specifically designated Anthem’s wrap providers within the service area (including Affinity Medical Group and Washington Township Medical Foundation) <p>Anthem’s PPO network outside of the service area</p> <ul style="list-style-type: none"> • Anthem’s PPO network of providers primarily for out-of-area dependents and members who travel • First Health national network for out of state <p><u>Out-of-Network Tiers (40% coinsurance)</u></p> <p>Anthem’s PPO network within the service area (providers who are not in the Primary Network, but are contracted with Anthem PPO)</p> <ul style="list-style-type: none"> • Out-of-network benefit level at Anthem contracted rates <p>Out-of-Network Providers (not contracted with Anthem)</p> <ul style="list-style-type: none"> • Out-of-network, no contract rates <p><i>All Sutter providers are Tier 4 and considered out-of-network. Members will incur high out of pocket charges associated with visits to Sutter facilities and providers.</i></p>



Prescription Drug and Pharmacy Benefits Manager (PBM) Program

SHC Alliance Employer	PBM	Provider Contact Information
Stanford Health Care Tri-Valley (EPO SHCA plan only) Stanford University Postdoctoral Scholars	Aetna Pharmacy Network	1-800-AETNA RX (1-800-238-6279) MD Rx line: 1-800-641-6444 Fax: 1-877-270-3317
Stanford Health Care Stanford Medicine Partners (EPO and Triple Option SHCA plans) Lucile Packard Children's Hospital Stanford Packard Children's Health Alliance	CVS Caremark	Customer Care: 1-844-449-0364 Pharmacy Help Desk: 1-800-364-6331 Mail Order: 1-800-378-5697; Fax: 1-800-378-0323 Specialty: 1-800-237-2761; Fax: 1-800-323-2445 Prior Authorization: 1-866-752-7021; Fax: 1-888-267-3277
Stanford Health Care Tri-Valley (POS II and HPHD plans only)	OptumRx	Customer Service: 1-866-230-8234 Pharmacy Help Desk: 1-855-842-6337 Specialty: 1-855-427-4682 Prior Authorizations: 1-800-711-4555, option 2
Cisco	CVS Caremark	Cisco Customer Care: 1-877-411-8164 Mail Order: 1-877-864-7744; Fax: 1-800-378-0323 Specialty: 1-800-237-2767; Fax: 1-800-323-2445 Prior Authorization: 1-800-294-5979; Fax: 1-888-836-0730
Intel	Express Scripts (Accredo for Specialty Rx)	1-800-922-1557 MD Specialty Rx Line: 1-800-987-4904 Coverage/Prior Authorization Reviews: 1-800-753-2851



Claims Submission, Disputes and Appeals

Claims must be submitted within 120 days from date of service. Providers should submit claims for SHC Alliance members directly to the TPA in accordance with the applicable existing claims submission procedures of the TPA designated in the At-A-Glance Table of this guide.

Electronic claim submission is the preferred method for submitting claims. Reimbursement and claims processing procedures are subject to the terms of your existing TPA provider service agreement. For further questions about claims related processing or reimbursement matters, contact the appropriate TPA claims administrator via the contact information provided on page 29.

For Stanford employer groups and Cisco

To file an appeal on the member's behalf, Aetna must receive a completed Authorized Representative Request form signed by the member. This form and the appeal request must be submitted to:

Aetna

Attention: National Account CRT
P.O. Box 14463
Lexington, KY 40512
or Fax: 1-859-425-3379

CVS Caremark

CVS Caremark Appeals, MC109
P.O. Box 52084
Phoenix, AZ 85072-2084
or Fax: 1-866-443-1172

To be eligible for consideration, requests for adjustment or reconsideration of a claim ***should be submitted 365 days*** from the most recent date of action on the issue. All claim appeals will be reviewed, and outcomes communicated to the provider office via the EOP or letter.

For Intel Connected Care California

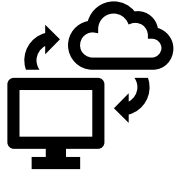
Connected Care will acknowledge receipt of all letters and respond with the resolution or action undertaken to resolve the matter. The resolution letter will follow within 30 calendar days after receipt of the grievance or appeal. The TPA will be copied on the correspondence and provide necessary information confirming the contract amount if a claim adjustment is warranted.

Participating providers are offered two levels of internal review. If a participating provider remains dissatisfied with the resolution of the issue and has additional relevant information to present, the participating provider may initiate a second level review request and include any additional relevant information. Refer to the process outlined above. The second level review determination is final and binding with respect to the contract amount.



Care Management

SHC Alliance Care Managers provide clinical care coordination to manage members' optimal health. SHC Alliance Care Managers are Registered Nurses with hands-on experience in hospital care as well as other areas of clinical practice. When needed, Care Managers partner with providers as a participant of the member's care team in developing a plan of care specifically tailored to the member's needs. Care Managers monitor progress of the case and focus on closing care gaps by performing telephonic clinical assessments and coordinating with multiple entities including providers, family, caregivers and vendors to address and close care gaps. Once mutual goals are achieved, the case is closed. SHC Alliance Care Management can be reached via fax at 1-650-497-6927 for physicians referring patients for care management services, to send clinical notes related to the care management referral, and to receive the appropriate Care Management Referral Form.



EHR Systems and Interoperability

Stanford Epic System Naming Conventions

If you are a Stanford Health Care (SHC) or Stanford Medicine Partners (SMP) provider and currently use the Epic Electronic Health Record system, continue to follow the existing process for verifying member eligibility and placing orders through Epic.

All SHC Alliance plan (coverage) names in Epic, including the Tapestry module, include “SHCA”, the name or acronym of the employer group, the TPA, and if the plan is a COBRA account. There are numerous Stanford operating divisions, and the divisions will be specified by their account numbers. More information and tables listing Epic plan names are available to SHC and SMP users on the SHC Connect intranet.

Epic CareEverywhere

Providers that do not utilize the Stanford Health Care Epic system and are utilizing a different instance of Epic, can connect to the SHC Epic instance via CareEverywhere. Additionally, hospital health care systems can access CareEverywhere to exchange referral information.

Epic Prism Portal for Community Providers

Providers who do not have access to Epic or CareEverywhere may sign up for the Prism Portal for “read-only” privileges to the member’s Stanford Epic Medical Record. Providers can also utilize this portal to submit referrals directly into the Stanford physician community. For information on how to sign up for the Epic Prism Portal, see: prism.stanfordhealthcare.org

If you have further questions regarding access to Prism, contact the PRISM Navigation Line for assistance at 1-650-723-3333.



Contact Information

	Stanford Employer Groups	Cisco	Intel
Member Care Services/Concierge Center	1-855-345-7422	1-844-845-8078	1-800-971-4153
Pharmacy Member Services	1-888-792-3862 For SHC Tri-Valley POS II and HDHP members, contact OptumRx: 1-866-230-8234	1-877-411-8164	1-855-315-4523
Nurse Line	1-800-556-1555 (available 24 hours)	1-800-556-1555 (available 24 hours)	1-800-971-4153 (available only outside of normal business hours)
Provider Services	1-888-632-3862	1-888-632-3862	1-800-971-4153
Provider Portal	Availity.com	Availity.com	secure.healthx.com/connectedcare/provideraccess

Stanford Health Care and Stanford Medicine Partners providers and staff: This operations guide and additional SHC Alliance resources are available on [SHC Alliance Provider Resources](#) page. This site is accessible by internal users of SHC Connect.

Stanford Medicine Children's Health and other SHC Alliance network providers: This operations guide and other SHC Alliance resources can be found at stanfordhealthcarealliance.org.

For any additional information or questions, please contact the SHC Alliance Network Operations team at SHCAnetwork@StanfordHealthCare.org

Stanford Health Care Alliance – 2024 Behavioral Health Resources

Below are Behavioral Health resources for each SHCA employer group. Members can access a full listing of Stanford Health Care Alliance Behavioral Health providers by logging in at [aetna.com](https://www.aetna.com). For Intel Connected Care members, please visit connectedcarehealth.com.

Members are encouraged to reach out to their Employee Assistance Program (EAP) for additional benefits. EAP programs are employee health benefit programs that assist employees with personal issues and/or work-related concerns that may impact their job performance, health, mental and emotional well-being. EAP resources may be offered at no-cost to the employee and vary by employer group.

For questions regarding SHCA's network or for member assistance in finding a provider, members can contact SHCA's Member Care Services team at 855-345-7422. Connected Care members can contact Connected Care's Concierge Center at 800-971-4153.

Employer Groups	Stanford Health Care Alliance (SHCA) Network and Other Resources	Employee Assistance Program (EAP)
SHC ALLIANCE STANFORD EMPLOYER GROUPS		
Lucile Packard Children's Hospital Stanford (CRONA and Non-CRONA) Packard Children's Health Alliance Stanford Health Care (CRONA and Non-CRONA) Stanford Health Care Tri-Valley Stanford Medicine Partners	<ul style="list-style-type: none"> Able To (8-week program with weekly visits, ages 18+) 844-330-3648 Aetna's Behavioral Health Network 855-345-7422 (SHCA's Member Care Services will assist in identifying in-network BH providers) ArrayAtHome (Televideo provider, ages 5+) 800-442-8938 arraybc.com Brightline (Behavioral health for children and families) LPCH, PCHA: hellobrightline.com/stanfordchildrens SHC: hellobrightline.com/shc SHC Tri-Valley: hellobrightline.com/trivalley SMP: hellobrightline.com/stanfordpartners MDLive (Televideo provider, ages 10+) 855-824-2170 mdlive.com/bhcomm Meru Health (12-week virtual program for symptoms of anxiety, depression and burnout, no cost to members) LPCH, PCHA: meruhealth.com/lpch SHC, SHC Tri-Valley: meruhealth.com/shc SMP: meruhealth.com/aetna MindCheck (No cost, self-directed learning online tool) mindchecktoday.com Pacific Anxiety Group 650-762-8352 pacificanxietygroup.com Pause a Moment (PAM) (No cost, self-directed learning online tool) pam.stanford.edu Peninsula Behavioral Health 650-308-9215 penbh.com Portola Wellness 650-469-1360 portolawellness.com Talkspace (Digital mental health support, ages 13+) talkspace.com/aetna Teladoc Behavioral Health (Televideo provider, ages 13+) 855-835-2362 teladoc.com/aetna 	<p>LPCH, PCHA EAP</p> <ul style="list-style-type: none"> Lyra Health 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 877-337-3867 stanfordchildrens.lyrahealth.com Stanford University Faculty Staff Health Center 650-723-4577 <p>SHC, SMP EAP</p> <ul style="list-style-type: none"> Carelon Behavioral Health 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 855-281-1601 achievesolutions.net/shctv Stanford University Faculty Staff Health Center 650-723-4577 <p>Stanford Health Care Tri-Valley EAP</p> <ul style="list-style-type: none"> Carelon Behavioral Health 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 855-281-1601 achievesolutions.net/shctv

Stanford Health Care Alliance – 2024 Behavioral Health Resources

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Employer Groups	Stanford Health Care Alliance (SHCA) Network and Other Resources	Employee Assistance Program (EAP)
SHC ALLIANCE STANFORD EMPLOYER GROUPS		
Stanford University Postdoctoral Scholars	<ul style="list-style-type: none"> Able To (8-week program with weekly visits, ages 18+) 844-330-3648 Aetna's Behavioral Health Network 855-345-7422 SHCA's Member Care Services will assist in identifying in-network BH providers ArrayAtHome (Televideo provider, ages 5+) 800-442-8938 arraybc.com Brightline (Behavioral health for children and families) hellobrightline.com/supd Meru Health (12-week virtual program for symptoms of anxiety, depression and burnout, no cost to members) meruhealth.com/aetna MDLive (Televideo provider, ages 10+) 855-824-2170 mdlive.com/bhcomm MindCheck (No cost, self-directed learning online tool) mindchecktoday.com Pacific Anxiety Group 650-762-8352 pacificanxietygroup.com Pause a Moment (PAM) (No cost, self-directed learning online tool) pam.stanford.edu Peninsula Behavioral Health 650-308-9215 penbh.com Portola Wellness 650-469-1360 portolawellness.com Talkspace (Digital mental health support, ages 13+) talkspace.com/aetna Teladoc Behavioral Health (Televideo provider, ages 13+) 855-835-2362 teladoc.com/aetna 	Stanford University Postdoctoral Scholars EAP <ul style="list-style-type: none"> Faculty Staff Health Center 650-723-4577 ComPsych – Guidance Resources Free, confidential counseling for members and eligible dependents 855-666-0519 guidanceresources.com Web ID: SUPDPAP

Stanford Health Care Alliance – 2024 Behavioral Health Resources

Below are Behavioral Health resources for each SHCA employer group. Members can access a full listing of Stanford Health Care Alliance Behavioral Health providers by logging in at aetna.com. For Intel Connected Care members, please visit connectedcarehealth.com.

Members are encouraged to reach out to their Employee Assistance Program (EAP) for additional benefits. EAP programs are employee health benefit programs that assist employees with personal issues and/or work-related concerns that may impact their job performance, health, mental and emotional well-being. EAP resources may be offered at no-cost to the employee and vary by employer group.

For questions regarding SHCA's network or for member assistance in finding a provider, members can contact SHCA's Member Care Services team at 855-345-7422. Connected Care members can contact Connected Care's Concierge Center at 800-971-4153.

Employer Groups	Stanford Health Care Alliance (SHCA) Network and Other Resources	Employee Assistance Program (EAP)
SHC ALLIANCE TECHNOLOGY CLIENTS		
Cisco	<ul style="list-style-type: none"> Life Connections Health Center 408-424-2000 Aetna's Behavioral Health Network 844-845-8078 SHCA's Member Care Services will assist in identifying in- network BH providers ArrayAtHome (Televideo provider, ages 5+) 800-442-8938 arraybc.com MDLive (Televideo provider, ages 10+) 855-824-2170 mdlive.com/bhcomm Talkspace (Digital mental health support, ages 13+) talkspace.com/aetna Teladoc Behavioral Health (Televideo provider, ages 13+) 855-835-2362 teladoc.com/aetna 	<ul style="list-style-type: none"> Optum Health Behavioral Solutions liveandworkwell.com Access Code: Cisco
Intel	<ul style="list-style-type: none"> Connected Care Behavioral Health Network 800-971-4153 Connected Care's Concierge Center will assist in identifying in- network BH providers connectedcareproviders.com/provider/search 	<ul style="list-style-type: none"> ComPsych – Guidance Resources Free, confidential counseling for members and eligible dependents 800-568-9276 guidanceresources.com Web ID: Intel