2023
Stanford Health Care Alliance 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 17 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.**
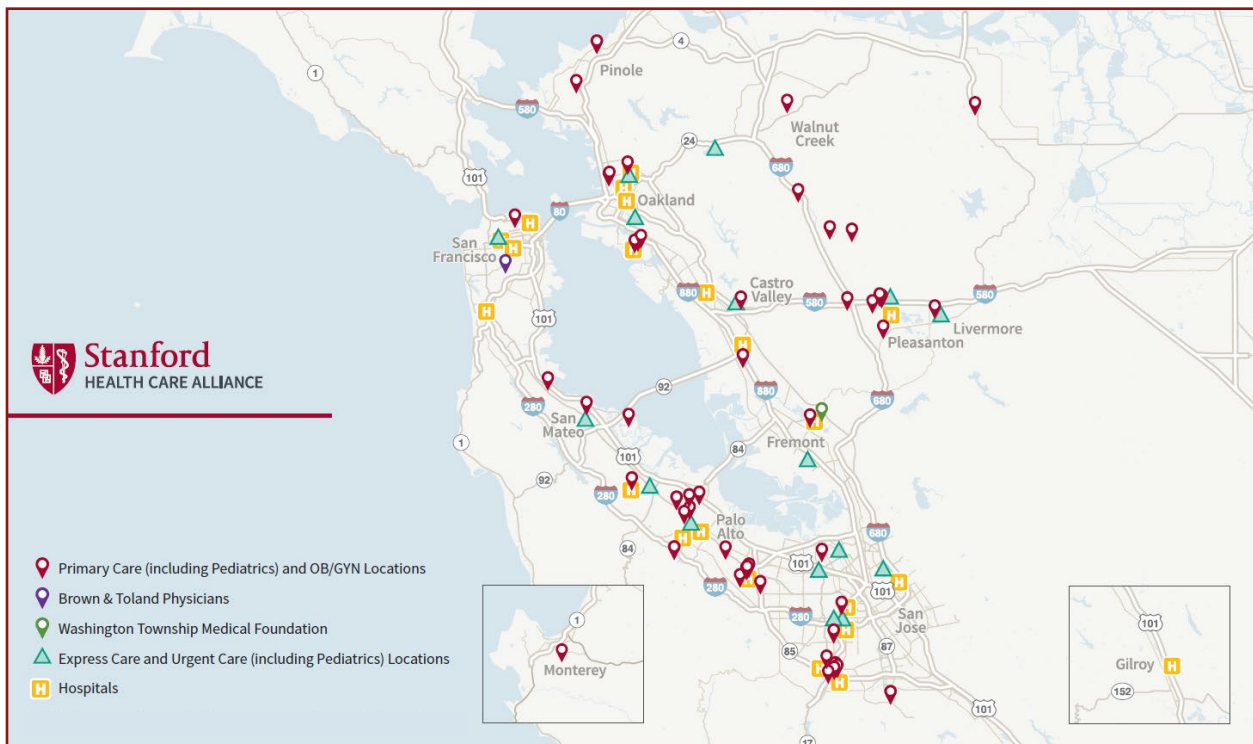
Additional providers, specialty care locations, and urgent care centers are available in the network.

Overview

The Stanford Health Care Alliance 2023 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 2023
- Identifying members in the SHC Alliance plans
- Medical Home Model Plans – PCP requirements and specialist referrals
- Precertification and prior authorization
- Referral management requirements
- 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 Faculty & Staff (SU)
    - Stanford University Postdoctoral Scholars (Post Docs)

- Cisco Systems, Inc. (Cisco)

- Intel Corporation (Intel)

What's New for 2023

New Stanford Health Care Tri-Valley SHCA Plans

For 2023, Stanford Health Care Tri-Valley is offering two new SHCA plans:

- POS II SHCA Plan (Point of service plan)
- HDHP SHCA Plan (High Deductible Health Plan with Health Savings Account (HSA))

Both plans offer 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 Tri-Valley POS II and HDHP SHCA plans include 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. Prescription drug coverage for the POS II and HDHP SHCA plans will be administered by OptumRx. *Note: There are no changes to the existing EPO SHCA plan.*

Carbon Health

Stanford Health Care recently announced a strategic partnership with Carbon Health to provide expanded urgent care options to SHCA members across all plans. Carbon Health operates several urgent care clinics throughout the Bay Area. All of Carbon's Urgent Care sites have been added to the SHCA networks. Patients are encouraged to access urgent care when appropriate as some benefit plans incur lower copayments for urgent care when compared to the emergency room.

Enhancement to Behavioral Health Resources

Behavioral Health resources for SHCA members have been expanded to include additional providers for several employer groups. For a complete listing of all behavioral health resources, please refer to the SHCA Behavioral Health Resources Guide on page 30.

Stanford Employer Groups:
For all Stanford employer groups, Brightline offers virtual behavioral and mental health services for children and teens. Services include coaching and virtual therapy from qualified mental health providers.

Lucille Packard Children's Hospital:
Lyra Health has been designated as LPCH's EAP provider for 2023. Lyra offers wellness services including coaching and online guided self-care as well as virtual therapy and medication management.

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Medical Home Model Plan Requirements

The medical home model plan design includes certain managed care features and requirements. These plans apply to the following SHC Alliance employer groups only:

- Lucile Packard Children's Hospital Stanford
- Stanford Health Care
- Stanford University Faculty & Staff

PCP Requirements

Members enrolled in the SHC Alliance Medical Home Model plan are required to select a primary care physician (PCP). Members who do not elect a PCP will be auto-assigned an SHC Alliance network primary care physician based on their care history and/or location. Members can change their PCP at any time by calling Member Care Services. Members are required to seek care from their designated PCP or another PCP within the same practice.

Referral Requirements

Medical home model plans require the member's PCP to coordinate the member's health care and issue referrals for specialist care. The PCP must issue a referral prior to the member seeking treatment from a network specialist. If the PCP is unable to submit a referral prior to the specialist visit, the plan will allow a 21-day grace period.

Plan guidelines for patient referrals allow for the following referral types:

- **Consult and Treat referrals**
  Referrals submitted with CPT code 99499. In most cases, consult and treat (C&T) referrals do not need to include the specialist's procedures. Aetna will pay specialists for performing associated covered services in an office setting per the current claim processing guidelines.
- **Exact procedure code referrals**
  These are referrals submitted with code(s) other than CPT code 99499. Primary care physicians should use this referral type when a member needs care for a specific health reason. Aetna will only reimburse for the procedure code(s) that matches the code(s) on the referral.

A referral submitted without a procedure code will default to C&T referral (CPT code 99499). Authorized procedures are subject to the number of visits on the referral. _Referrals are valid for 1 year from the date issue and must be renewed if ongoing care is needed._

Referrals must include a specific provider using his or her national provider identifier (NPI) or specialty type using a taxonomy code found here: taxonomy.nucc.org.

How to Submit a Referral
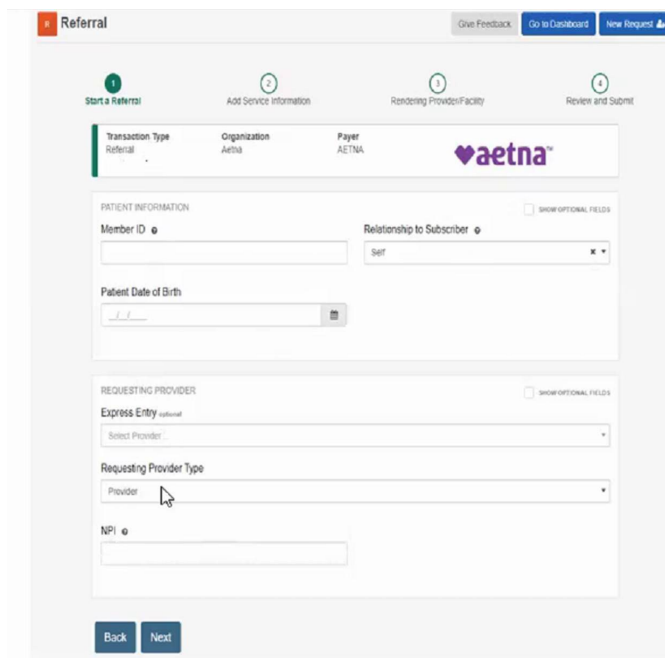
For Stanford Health Care and Stanford Medicine Partners Epic Users
A referral is required in Epic. Once a referral is submitted in Epic, an automated workflow will route the referral to Aetna.

For non-Epic Users
PCPs can submit referrals electronically using Aetna's provider portal on Availity. Paper referrals can be faxed to Aetna at 1-859-455-8650.

- Login at Availity.com, select Patient Registration from the navigation Menu.
- Select Authorizations & Referrals, then Referrals.

NOTE: The referral and precertification processes are separate. Any referrals received with procedure codes for services that require precertification will not be accepted.

2023 SHCA Direct Access List (No PCP Referral Required)
Applicable to SHCA Medical Home Model Plans
(SHCA enrollees of Stanford University Faculty & Staff, SHC, and LPCH)

SERVICE	DETAILS
ABORTION	No referral required for services done in an ambulatory surgery facility, clinic, (e.g. Planned Parenthood), outpatient hospital, in-network provider's office
ACUPUNCTURE, CHIROPRACTIC CARE	Plan allows direct access to in-network acupuncture or chiropractic care providers with no referral requirement.
ADVANCE PRACTICE PROVIDERS	Advance Practice Providers (Physician Assistant, Nurse Practitioner, etc.) that are practicing in Primary Care and designated as a PCP by the health plan can enter referral orders on behalf of the PCP.
BEHAVIORAL HEALTH	No referral required for behavioral health providers, including psychologists, psychiatrists and psychotherapy providers. Neuropsychology testing that is part of Behavioral Health does not require a referral. Note: Prior authorization rules may still apply.
DIABETES MANAGEMENT EDUCATION	Plan allows direct access to in-network outpatient diabetes education programs for individual counseling (code G01018) and group counseling (G0109)
DME	DME rentals and sales that are not included on the Aetna Precertification List do not need a PCP referral. If on the Aetna Precertification list, prior auth is required but no referral is required.
EMERGENCY ROOM	Referrals are not required for ER services; however, members are required to obtain a referral from their PCP if subsequent specialist services or visits are needed.
STANFORD EXPRESS CARE	Express Care clinics are accessible to all SHCA members, regardless of their assigned PCP. If member's designated PCP is part of SHC, Express Care can make specialty referrals on behalf of the member. If member's designated PCP is outside of SHC, member must be directed back to their designated PCP to request a specialist referral.
GYNECOLOGY AND OBSTETRICS CARE	No PCP referral required for OB/GYN services provided by an OB/GYN provider. Lab and ultrasound services provided in conjunction with OB/GYN services do not require a referral. Genetic testing does not require a referral however genetic counseling does require a referral from the designated PCP.
HOME HEALTH CARE	No PCP referral required for in-network Home Health Care services.
HOSPITAL OUTPATIENT LAB AND RADIOLOGY SERVICES	No PCP referral required for outpatient hospital radiology and lab services. Services not billed by an outpatient hospital will require a specialist referral from the designated PCP.

SERVICE	DETAILS
INFUSION & CHEMOTHERAPY	No additional PCP referral is needed for services and diagnostics rendered in a hospital or in the treating specialist's office. Please note: a PCP referral is required for the patient's consultation and treatment with the specialist. For example, a referral to oncology must exist in order for the related infusion to not require a separate referral.
LACTATION CONSULTATIONS	Plan allows direct access to in-network lactation consultants with no referral requirement.
PREVENTIVE CARE – VACCINES/IMMUNIZATIONS	No PCP referral is required for immunizations/vaccines administered outside the PCP's office when administered without an office visit. A PCP referral is required when provided in conjunction with an office visit by a participating specialist.
RADIOLOGY PATHOLOGY & LAB	X-ray/lab services which are performed in the specialist's office when patients are seen for visits and evaluations as a result of Aetna's direct access or when authorized by a referral from their primary care physician does not require a referral. These services may be performed even if the procedure itself was not specifically indicated on the referral. These are in general, procedures which are integral to the evaluation of the problem which led to the referral to the specialist. Enhanced Clinical Review and Pre-Authorization takes precedence. Please refer to Aetna's Automatic Studies List (ASL) for a complete list of automatic services included in consult & treat referrals. Providers can access the ASL list by logging into availity.com For example: Cardiologist who performs an EKC/ECG in the office.
RX DRUGS COVERED UNDER MEDICAL	No PCP referral required for medical injectable drugs for RX pharmacy provider types only.
SEXUAL ASSAULT VICTIMS	PCP referrals are not required for services rendered with a sexual assault diagnosis.
SHORT TERM REHAB (PT/OT/ST)	Customized within plan to allow direct access to short term rehab providers with no referral requirement.
URGENT CARE	PCP referrals are not required for in-network Urgent Care providers. If member requires subsequent specialty care, referral must be obtained by designated PCP for needed specialty care.
VISION	Referrals are not required for in-network providers for a routine eye exam i.e. Optometrist. Note: routine vision is likely covered by a different vendor specific to vision benefit coverage.

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.

Medical Home Model Plans – these plans require a PCP and referrals for specialist visits

Stanford University Faculty & Staff

STANFORD UNIVERSITY
FACULTY AND STAFF
Issuer (80840) 9140860054 Aetna Select
GRP: 868025-012-00001
ID W1234 5678
01 John Doe
  PCP: Christopher Sharp
02 Jane Doe
  PCP: Leena K Gupta
                      PCP $ 30.00
                      SPC $ 75.00
                      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
In Network Deductible	N/A	N/A
In Network Out Of Pocket Max	$ 3500	$ 7000
Out Of Network Deductible	N/A	N/A
Out Of Network OOP Max	N/A	N/A

PCP AND REFERRALS ARE REQUIRED
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	Referral Required	Out-of-Network Benefits
Yes	Yes	No

Lucile Packard Children's Hospital Stanford, Stanford Health Care

STANFORD HEALTH CARE
NON-REP
Issuer (80840) 9140860054 Aetna Select
GRP: 283900-014-00007
ID W1234 56789
01 Jane Doe
  PCP: Takudzwa Shumba
                      PCP $ 20.00
                      SPC $ 35.00
                      ER $ 200.00

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
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

MUST CHOOSE A PCP AND
REFERRALS ARE REQUIRED
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	Referral Required	Out-of-Network Benefits
Yes	Yes	No

Non-Medical Home Model Plans – these plans do not require a PCP or specialist referral

- Stanford University Postdoctoral Scholars
- Packard Children's Health Alliance
- Stanford Health Care Tri-Valley
- Stanford Medicine Partners
- Cisco – Life Connections
- Intel Connected Care California

Stanford University Postdoctoral Scholars

♥aetna **♥First Health.** **Stanford** HEALTH CARE ALLIANCE

NAP

STANFORD UNIVERSITY
POSTDOCTORAL SCHOLARS
Issuer (80840) 9140860054 Choice POS 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
SPC $ 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	$ 3500	$ 7000
Out Of Network Deductible	$ 1500	$ 4500
Out Of Network OOP Max	$15000	$45000

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	Referral Required	Out-of-Network Benefits
No	No	Yes

Packard Children's Health Alliance

♥aetna **Stanford** HEALTH CARE 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

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	$ 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

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

PCP Required	Referral Required	Out-of-Network Benefits
No	No	No

Stanford Medicine Partners

aetna		**Stanford** HEALTH CARE ALLIANCE

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

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
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

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

PCP Required	Referral Required	Out-of-Network Benefits
No	**No**	**No**

Stanford Health Care Tri-Valley

EPO SHCA Plan

aetna		**Stanford** HEALTH CARE ALLIANCE

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 Tier 1	FAMILY Tier 1
INN DED	$ 400	$ 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	Referral Required	Out-of-Network Benefits
No	**No**	**No**

POS II and HDHP SHCA Plans – New for 2023

aetna	**First Health.** NAP	**Stanford** HEALTH CARE ALLIANCE

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 Tier 1	FAMILY Tier 1
INN DED	$ 1000	$ 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	Referral Required	Out-of-Network Benefits
No	**No**	**Yes**

Cisco – LifeConnections Plan

aetna | ıı|ııı|ıı **CISCO** | 🔷 Stanford HEALTH CARE ALLIANCE

LIFE CONNECTIONS PLAN
COPAYS: LCHC$10 PCP$20 SPC$40
Issuer (80840) 9140860054   Aetna Select Open Access
GRP: 868100-010-00001
ID

www.aetna.com   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	$ 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

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

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

♥ **CVS** caremark®
RX BIN: 004336 RxPCN: ADV
RXGRP: RX1375

PCP Required	Referral Required	Out-of-Network Benefits
Encouraged	No	No

Intel Connected Care

intel. | 🔶 Dignity Health. | 🔷 Stanford HEALTH CARE ALLIANCE

Connected Care CA HDHP
Member Name: JANE SAMPLE
Member ID: 1234567CC
Group #: L00841M002   Plan: 040
Plan Code: HSA/HDHP   PCP:

Connected Care Concierge Center: **800-971-4153** connectedcarehealth.com

Deductible:
Employee only: $1,500
Employee & child(ren): $3,000
Employee & spouse: $3,750
Employee & spouse & child(ren): $3,750

Out-of-Pocket Maximum:
Employee only: $2,100
Employee & child(ren): $4,200
Employee & spouse: $5,000
Employee & spouse & child(ren): $5,000

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.

EXPRESS SCRIPTS® | **COSTCO** PHARMACY **Walgreens**

ESI Pharmacy Information:
Rx Bin: 610014   Rx Group: INTELRX
Pharmacy Help Desk: 800-922-1557

ESI Member Services: 855-315-4523

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

Prudent Buyer Plan ®

Out-of-Area Network
💠 First Health Network
For more information call the
Concierge Center: 800-971-4153

Provider VERIFAX:
800-971-4153

Utilization Management:
800-971-4153

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.

PCP Required	Referral Required	Out-of-Network Benefits
Encouraged	No	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/aetnacom/health-care-professionals/2022_Precert_List_Nov.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-ditgit 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/aetnacom/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
High-tech radiology (Stanford University Faculty & Staff members only)	CareCore National (dba eviCore healthcare) 1-888-693-3211 Website: evicore.com
Infertility Program	National Infertility Unit (NIU): 1-800-575-5999
Infertility Program: Injectables	For Stanford University Faculty & Staff, Stanford University Postdoctoral Scholars, Stanford Health Care Tri-Valley EPO SHCA plan and Stanford Medicine Partners: 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, 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 *Note: Includes Autism Spectrum Disorders (ABA Therapy only)*	Aetna's Provider Service Center 1-888-632-3862
Transplant *Note: All related codes requested as part of a Pre-Transplant Evaluation, Transplant, or Post-Transplant*	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:

- Good Samaritan Hospital
- El Camino Hospital – Mountain View
- El Camino Hospital – Los Gatos
- O'Connor Hospital
- Regional Medical Center of San Jose
- Seton Medical Center

- St. Louise Regional Hospital
- St. Rose Hospital
- UCSF Benioff Children's Hospital Oakland
- Sequoia Hospital
- Washington Hospital Fremont

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.

Precertification for Advanced Imaging
(Applicable to Stanford University Faculty & Staff members only)

Enhanced Clinical Review update for MR and CT authorizations

Beginning January 1, 2021, Aetna's claim system will require an exact CPT code match between the submitted claims and eviCore Healthcare's authorizations for CT and MR studies. eviCore Healthcare will make medical necessity determinations about the correct use of contrast for MR and CT procedures. Other recommendations will be offered for requests that are not appropriate based on the contrast component of the imaging procedure. Aetna will deny claims billed with CPT codes that do not match the ones that were authorized. Providers can access policies related to contrast through our Coverage Policy Bulletins (CPB) at https://www.aetna.com/health-care-professionals/clinical-policy-bulletins/medical-clinical-policy-bulletins.html#.

Precertification is required for the following advanced (high cost) radiology services.
- CT, CTA (Computed Tomography, Computed Tomography Angiography)
- MRI, MRA (Magnetic Resonance Imaging, Magnetic Resonance Angiography)
- PET (Positron Emission Tomography)

eviCore Prior Authorization Resources

The Aetna National Radiology Code List includes services that require submission to eviCore for advanced clinical review and authorization prior to services being rendered, including advanced (high-cost) imaging, cardiology imaging, interventional pain management, large joint services, and sleep diagnostic services. For more information, please visit evicore.com/resources/healthplan/aetna-resources. For services other than high-cost imaging, please refer to Aetna's Precertification List.

Express Care, After Hours and Urgent Care

Where should I go for care?

Stanford HEALTH CARE ALLIANCE

For preventative and non-urgent care

Primary Care Doctor
Appointment: Yes
Hours: Business
Visits: Video and in-person

Annual exams • Routine care, including minor ailments and injuries • Blood tests • Care for chronic illness • Vaccinations

For prompt, after-hours care when it's not life-threatening

Stanford Express Care
Appointment: Yes, same-day
Hours: Daily, 9 a.m. – 9 p.m.
Visits: Video and in-person

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

For urgent care when it's not life-threatening

Urgent Care
Appointment: Yes, same-day
Hours: Varies by location
Visits: Video and in-person

Anytime care for life-threatening emergencies

Emergency Department
Appointment: No
Hours: 24/7

Call 911 or go to the nearest hospital for life-threatening emergencies

MY DOCTOR'S NAME
....

PHONE NUMBER
....

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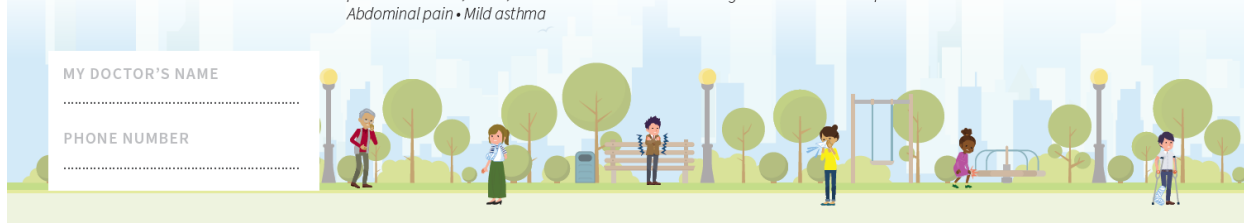
When you are unable to see your primary care doctor, but it's not serious enough for the emergency department

Stanford Express Care – Castro Valley
20642 John Dr • Castro Valley, CA 94546
Phone: 510-785-5000
Hours: Mon – Fri, 7 a.m. – 7 p.m.
        Sat – Sun, 9 a.m. – 7 p.m.

Stanford Express Care – Palo Alto
211 Quarry Rd, Ste 102 • Palo Alto, CA 94304
Phone: 650-736-5211
Hours: Daily, 9 a.m. – 9 p.m.

Stanford Express Care – San Jose
52 Skytop St, Ste 10 • San Jose, CA 95134
Phone: 669-294-8888
Hours: Daily, 9 a.m. – 9 p.m.

Stanford Medicine Imaging and Express Care
798 S Winchester Blvd • San Jose, CA 95128
Phone: 408-984-7226
Hours: Mon – Fri, 8 a.m. – 8 p.m.
        Sat – Sun, 9 a.m. – 7 p.m.

Stanford Health Care Tri-Valley Urgent Care

Livermore
1133 E Stanley Blvd
Livermore, CA 94550
Phone: 925-373-4018

Dublin
4000 Dublin Blvd, Ste 150
Dublin, CA 94568
Phone: 925-479-3773

Hours: Daily, 10 a.m. – 8 p.m.
        Holidays*, 10 a.m. – 3 p.m.
        July 4th, Thanksgiving and Christmas

After Hour Pediatrics Urgent Care
210 Baldwin Ave • San Mateo, CA 94401
Phone: 650-579-6581
Hours: Weekdays, 5 p.m. – 10 p.m.
          Weekends, 10 a.m. – 10 p.m.

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: Weekdays, 8 a.m. – 7 p.m.
        Saturdays, 8 a.m. – 5 p.m.
        Appointment required. Closed on major holidays.

Save time by scheduling an appointment

Stanford Express Care
To schedule an in-person or video visit at Express Care, call the location nearest to you or login to your MyHealth account, select Appointments > Make Appointment, and choose Express Care from the Specialty list.

Stanford Health Care Tri-Valley Urgent Care
You can schedule an in-person or video visit with Urgent Care. Appointments can be made one hour prior to scheduled visit and no more than 24 hours in advance. To schedule, call **925-373-4018**.

Community Urgent Care (including Pediatrics) Locations

Accepts infants under 6 months old

BERKELEY	UBCP Pediatric After Hours Clinic*	2920 Telegraph Ave, Ste 200	510-486-8344
LAFAYETTE	STAT MED Urgent Care	3799 Mt Diablo Blvd, Ste 100	925-297-6396
OAKLAND	Carbon Health Urgent Care	411 Grand Ave	510-844-4097
REDWOOD CITY	Dignity Health GoHealth Urgent Care	830 Jefferson Ave, Ste M	650-381-0616
SAN JOSE	Carbon Health Urgent Care	1411 Berryessa Rd, #30	408-785-6344
SAN JOSE	O'Connor Hospital Pediatric Urgent Care Clinic*	2101 Forest Ave, Ste 130	408-283-7677
SAN MATEO	After Hour Pediatrics Urgent Care*	210 Baldwin Ave	650-579-6581
SANTA CLARA	Carbon Health Urgent Care	2712 Augustine Dr	408-780-2542

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.

Additional Resources

Behavioral Health Resources
A behavioral health resource listing is available for all SHC Alliance employer groups. Please refer to page 30 of this guide.

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](#).

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.

Midi Health (Available exclusively to Stanford University Faculty & Staff members)
Midi Health has been added to the SHCA network for Stanford University Faculty & Staff members. Midi Health specializes in providing virtual care to women ages 40+ experiencing perimenopause, menopause, and other women's health issues.

LGBTQ+ Patients
Having a physician who is familiar with the needs of a 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](#).

Physical Therapy
Virtual and in-person physical therapy services are available to SHC Alliance members. For a complete list of network providers by employer group, please check the network directory specific to that employer group. Network directory links may be found in the At-A-Glance table starting on page 17 of this guide.

At-a-Glance Summary

SHC Alliance Stanford Employer Groups

	Medical Home Model Plans (PCP required, specialist referrals required)	Non-Medical Home Model Plans
SHC Alliance Employer Group	• Lucile Packard Children's Hospital Stanford • Stanford Health Care • Stanford University Faculty & Staff	• Packard Children's Health Alliance • Stanford Health Care Tri-Valley • Stanford Medicine Partners • Stanford University Postdoctoral Scholars
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.	
PCP Selection Required	Yes	No
Network Directory	stanfordhealthcarealliance.org	
Referral Required	Yes	No
Authorization Required	Yes, for CPT codes, drugs and injectables on Aetna's National Precertification List. Advanced (high cost) imaging requires prior authorization by Aetna for Stanford University Faculty & Staff members. Providers can search by CPT code: https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html	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
Claim Submission	Electronic claim submission: https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-claims.html EDI Vendor #60054 Paper claim submissions (CMS-1500 or UB-04): P.O. Box 14079 Lexington, KY 40512-4079	

	Medical Home Model Plans (PCP required, specialist referrals required)	Non-Medical Home Model Plans
	For disputes and appeals: Provider Resolution Team P.O. Box 14020 Lexington, KY 40512 Fax: 1-859-455-8650	
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.	
Preferred Radiology and Imaging Services	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 at stanfordhealthcarealliance.org Stanford Health Care and Lucile Packard Children's Hospital Stanford: Coinsurance does not apply to Tier 1 facilities (Stanford Hospital, Lucile Packard Children's Hospital Stanford and Stanford Health Care Tri-Valley **NOTE**: Precertification is required for Advanced (high cost) imaging by Aetna for Stanford University Faculty & Staff members.	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 at stanfordhealthcarealliance.org Stanford Health Care Tri-Valley EPO SHCA plan only and Packard Children's Health Alliance: Coinsurance does not apply to Tier 1 facilities (Stanford Hospital, Lucile Packard Children's Hospital Stanford and Stanford Health Care Tri-Valley)
Behavioral Health	Network includes Stanford and Aetna behavioral health providers. For a complete list, refer to the network directory website. See page 30 for Behavioral Health resource guide.	Network includes Stanford and Aetna behavioral health providers. For a complete list, refer to the network directory website. See page 30 for Behavioral Health resource guide.

SHC Alliance Technology Clients

	Cisco	Intel
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	Encouraged	Encouraged
Network Directory	tinyurl.com/2023ciscoproviders	connectedcareproviders.com
Referral Required	No	No
Authorization Required	Yes, for CPT codes, drugs and injectables on 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).
Claim Submission	Electronic claim submission: https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-claims.html EDI Vendor #60054 Paper claim submissions (CMS-1500 or UB-04): P.O. Box 14079 Lexington, KY 40512-4079 For disputes and appeals: Provider Resolution Team P.O. Box 14020 Lexington, KY 40512 Fax: 1-859-455-8650	Electronic claim submission: Payer ID 47198 Paper claim submissions: Group #: L00841M002 Plan: 040 Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007 For disputes and appeals: Connected Care Provider Grievance & Appeal Department P.O. Box 2900 Milwaukee WI 53201-2900

	Cisco	Intel
Near Site Clinics (in proximity to employer)	LifeConnections Health Center 3571 North First St. Campus Building Q, 2nd Floor San Jose, CA 95134 1-408-424-2000 Crossover Health @ SOMA 49 Stevenson St, 14th Floor San Francisco, CA 94105 1-415-963-0573	Stanford Santa Clara Primary Care 2518 Mission College Blvd San Jose, CA 95054 1-408-688-9720 Stanford Express Care San Jose 52 Skytop St., Suite 10 San Jose, CA 95134 1-669-294-8888
Preferred Laboratories	LabCorp and Quest Diagnostics; Stanford Health Care Laboratories are also in-network, but member cost share may be impacted	LabCorp and Quest Diagnostics are preferred laboratories; Stanford Health Care laboratories are also in-network, but member cost share may be impacted
Preferred Radiology and Imaging Services	RadNet (Valley Radiology Medical Associates and NorCal Imaging) and SimonMed Health Diagnostics are preferred providers; Stanford and other facilities are additionally in-network, but member cost share may be impacted. For a complete list, refer to Cisco's network directory.	RadNet (Valley Radiology Medical Associates and NorCal Imaging), Health Diagnostics, and other facilities are preferred. Stanford facilities are additionally in-network, but member cost share may be impacted. For a complete list, refer to Intel's network directory.
Behavioral Health	For a full listing of Behavioral Health providers, please refer to the Cisco network directory: tinyurl.com/2023ciscoproviders See page 30 for Behavioral Health resource guide.	For a full listing of Behavioral Health providers, please refer to the Intel network directory website: connectedcareproviders.com See page 30 for Behavioral Health resource guide. *All Sutter providers and facilities are excluded from the network.*

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 University Faculty & Staff** - **Stanford Postdoctoral Scholars** - **Stanford Medicine Partners**	Network Hospitals • 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)) 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. For the complete network directory visit: stanfordhealthcarealliance.org	Stanford Health Care Alliance Network Providers: • 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 Out-of-Network Providers: Plans for these employer groups do not include out-of-network benefits: • Stanford University Faculty & Staff • Stanford Medicine Partners For Stanford University Postdoctoral Scholars, Aetna Choice POS II Network outside of the 5 counties: • Out-of-network benefit level *Palo Alto Medical Foundation (PAMF) physicians are out-of-network*

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
- **Lucile Packard Children's Hospital Stanford** - **Packard Children's Health Alliance** - **Stanford Health Care**	<u>Network Hospitals</u> Tier 1 Benefit Level: • Lucile Packard Children's Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley Tier 2 Benefit Level: • 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)) Note: 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. El Camino and Sequoia hospital charges <u>for delivery and newborn services only</u> is covered at Tier 1 Benefit Level (except CRONA members); all other non-maternity services would apply to the Tier 2 For the complete network directory visit: <u>stanfordhealthcarealliance.org</u>	<u>Stanford Health Care Alliance Network Providers:</u> • 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 <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. <u>Out-of-Network Providers</u>: Plans for these employer groups do not include out-of-network benefits. *Palo Alto Medical Foundation (PAMF) physicians are out-of-network*

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Stanford Health Care Tri-Valley – EPO SHCA Plan	Network Hospitals Tier 1 Benefit Level: • Lucile Packard Children's Hospital Stanford • Stanford Hospital • Stanford Health Care Tri-Valley Tier 2 Benefit Level: • Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital) Note: For the complete network directory visit: stanfordhealthcarealliance.org	Stanford Health Care Alliance Network Providers: • 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 Out-of-Network Providers: No out-of-network benefits. *All Sutter facilities and providers, including Palo Alto Medical Foundation (PAMF) physicians are out-of-network.*
Stanford Health Care Tri-Valley – POS II and HDHP SHCA Plans	Network Hospitals Tier 1 Benefit Level: • Stanford Health Care Tri-Valley Tier 2 Benefit Level: • Lucile Packard Children's Hospital Stanford • Stanford Hospital • Sutter Bay Area hospitals • Aetna contracted hospitals For the complete network directory visit: stanfordhealthcarealliance.org	Stanford Health Care Alliance Network Providers: • 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, and 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 Out-of-Network Providers: 50% coinsurance after deductible (does not apply to prescription drug coverage)

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Cisco	<u>Network Hospitals</u> • 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)) 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. For the complete network directory visit: • <u>tinyurl.com/2023ciscoproviders</u>	<u>Stanford Health Care Alliance Network Providers:</u> • 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 <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. <u>Out-of-Network Providers</u>: No out-of-network benefits with the exception of ER and Urgent Care. *Palo Alto Medical Foundation (PAMF) physicians are out-of-network*

SHC Alliance Employer	Key Hospitals	Other Providers and Ancillaries
Intel	- Lucile Packard Children's Hospital Stanford - Stanford Hospital - Stanford Health Care Tri-Valley (Note: these hospitals do not require prior authorization) The hospitals listed below require prior authorization - El Camino Hospital (Mountain View and Los Gatos) - Good Samaritan Hospital - 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 Note: <u>All</u> Sutter hospitals are excluded. For the complete network directory visit: connectedcareproviders.com	<u>In-Network Tiers (5% coinsurance)</u> Primary Network ("Medical Neighborhood") - All Stanford providers and specifically designated Anthem's wrap providers within the service area (including Affinity Medical Group and Washington Township Medical Foundation) Anthem's PPO network outside of the service area - Anthem's PPO network of providers primarily for out-of-area dependents and members who travel - First Health national network for out of state <u>Out-of-Network Tiers (40% coinsurance)</u> Anthem's PPO network within the service area (providers who are not in the Primary Network, but are contracted with Anthem PPO) - Out-of-network benefit level at Anthem contracted rates Out-of-Network Providers (not contracted with Anthem) - Out-of-network, no contract rates *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.

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 Faculty & Staff Stanford University Postdoctoral Scholars Stanford Medicine Partners	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 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.
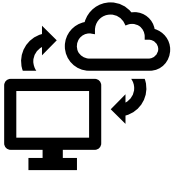
EHR Systems and Interoperability

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: 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/connectedcareprovideraccess

This operations guide and other SHC Alliance resources can be found at stanfordhealthcarealliance.org/for-providers.html.

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

Stanford Health Care Alliance – 2023 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 connectedcareproviders.com/provider/search.

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**	• ***Aetna's Behavioral Health Network*** 855-345-7422 (*SHCA's Member Care Services will assist in identifying in-network BH providers*) • ***Pacific Anxiety Group*** 650-762-8352 pacificanxietygroup.com • ***Peninsula Behavioral Health*** 650-308-9215 penbh.com • ***Portola Wellness*** 650-469-1360 portolawellness.com • ***Teladoc Behavioral Health*** (*Televideo provider, ages 13+*) 855-835-2362 teladoc.com/aetna • ***ArrayAtHome*** (*Televideo provider, ages 5+*) 800-442-8938 arraybc.com • ***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 • ***MDLive*** (*Televideo provider, ages 10+*) 855-824-2170 mdlive.com/bhcomm • ***Able To*** (*8-week program with weekly visits, ages 18+*) 844-330-3648 • ***MindCheck*** (*No cost, self-directed learning online tool*) mindchecktoday.com • ***Brightline*** (*Behavioral health for children and families*) SHC: hellobrightline.com/shc LPCH, PCHA: hellobrightline.com/stanfordchildrens SHC Tri-Valley: hellobrightline.com/trivalley SMP: hellobrightline.com/stanfordpartners	**LPCH, PCHA EAP** • ***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 **SHC EAP** • ***Beacon Health Options*** *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 **Stanford Health Care Tri-Valley EAP** • ***Beacon Health Options*** *10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist* 855-281-1601 achievesolutions.net/shctv **Stanford Medicine Partners EAP** • ***MHN*** 800-227-1060 mhn.com Company Code: UHA

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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 Faculty & Staff **Stanford University Postdoctoral Scholars**	***Aetna's Behavioral Health Network*** 855-345-7422 *SHCA's Member Care Services will assist in identifying in-network BH providers* ***Pacific Anxiety Group*** 650-762-8352 pacificanxietygroup.com ***Peninsula Behavioral Health*** 650-308-9215 penbh.com ***Portola Wellness*** 650-469-1360 portolawellness.com ***Teladoc Behavioral Health*** *(Televideo provider, ages 13+)* 855-835-2362 teladoc.com/aetna ***ArrayAtHome*** *(Televideo provider, ages 5+)* 800-442-8938 arraybc.com ***Meru Health*** *(12-week virtual program for symptoms of anxiety, depression and burnout, no cost to members)* SU F&S: meruhealth.com/stanfordu SU PD: meruhealth.com/aetna ***MDLive*** *(Televideo provider, ages 10+)* 855-824-2170 mdlive.com/bhcomm ***Able To*** *(8-week program with weekly visits, ages 18+)* 844-330-3648 ***MindCheck*** *(No cost, self-directed learning online tool)* mindchecktoday.com ***Brightline*** *(Behavioral health for children and families)* SU F&S: hellobrightline.com/stanford SU PD: hellobrightline.com/supd	**Stanford University Faculty & Staff (EAP)** ***Faculty Staff Health Center*** 650-723-4577 **Stanford University Postdoctoral Scholars (EAP)** ***Faculty Staff Health Center*** 650-723-4577 ***Postdoc Assistance Program (PAP)*** 888-238-6232 / TTY: 711 resourcesforliving.com Username: SUPD Password: SUPD

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Employer Groups	Stanford Health Care Alliance (SHCA) Network and Other Resources	Employee Assistance Program (EAP) and Other Resources
SHC ALLIANCE TECHNOLOGY CLIENTS		
Cisco	***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* ***Teladoc Behavioral Health*** *(Televideo provider, ages 13+)* 855-835-2362 teladoc.com/aetna ***ArrayAtHome*** *(Televideo provider, ages 5+)* 800-442-8938 arraybc.com ***MDLive*** *(Televideo provider, ages 10+)* 855-824-2170 mdlive.com/bhcomm	***Optum Health Behavioral Solutions*** liveandworkwell.com Access Code: Cisco
Intel	***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	***ComPsych – Guidance Resources*** *Free, confidential counseling for members and eligible dependents* 800-568-9276 guidanceresources.com Web ID: Intel