

Stanford Health Care Alliance Frequently Asked Questions



For Lucile Packard Children's Hospital Stanford, Packard Children's Health Alliance, Stanford Health Care, Stanford Health Care Tri-Valley, Stanford Medicine Partners, and Stanford University Postdoctoral Scholars

Enrollment and Eligibility

How do I enroll?

Choose one of the Stanford Health Care Alliance (SHCA) plans during your open enrollment period or when making your benefit elections as a new hire. If you need help finding a doctor or have general questions about the plan, call Member Care Services at **1-855-345-7422**.

Will I receive an ID card for my new plan?

What if I need services before I receive my card?

If you join during open enrollment, your ID card will arrive before the plan starts on January 1. If you enroll during the year as a new hire, you will typically receive your ID card 7 to 10 business days after your enrollment has been processed. If you need services before then, please call Member Care Services.

You can also print a temporary ID card by logging on to aetna.com/about-us/login.html. Aetna issues the SHCA member ID cards. You will need to register with your SHCA Member ID number.

Do I need to select a primary care physician when I join?

It is not required to designate a primary care doctor when enrolling. If you need help finding a doctor or have general questions about the plan, call Member Care Services.

How much does the premium cost?

What are the copays, coinsurance, and deductible?

Premiums, copays, coinsurance, and deductibles vary by employer—consult the comparison charts in the open enrollment information provided by your benefits department.

Does my individual plan or other group coverage coordinate with Stanford Health Care Alliance?

If you have other coverage besides Stanford Health Care Alliance, contact Member Care Services with your other plan's information. We will update your eligibility records and review if and how your coordination of benefits may be applied.

Do I need to provide any documentation to enroll an adult dependent in my plan?

Stanford Health Care Alliance requires proof of disability to enroll dependents over age 26 on a parent's health plan. Member Care Services can assist with this process.

Doctors, Clinics, and Hospitals

Do I need to select a personal doctor from the Stanford Health Care Alliance?

By choosing an SHCA physician as your personal doctor, you have a dedicated care partner. Your personal doctor will collaborate and consult with other providers for all your care needs—from routine through specialty care. It is recommended that you choose a personal doctor within 90 days of when your membership becomes active.

How do I switch my care from a doctor outside the plan to one who is in-network?

If you are undergoing certain treatments or need more time after your initial enrollment to switch doctors, you can request a short-term extension through the Transition of Care process. For assistance and additional information, contact Member Care Services.

Does the plan cover emergency care?

Yes. In an emergency, call 911 or go to the nearest emergency room, no matter where you are. As long as it's an emergency, you are only responsible for the applicable copay or coinsurance. Any follow-up care must come from one of the current in-network doctors in the plan.

What should I do for nonemergency care after hours or when my primary care physician is unavailable?

Are there urgent care options?

The Stanford Walk-In Clinic and Express Care Clinics are open daily with same-day appointments available for minor injuries and illnesses. In addition, the plan covers a wide range of urgent care centers across the Bay Area and beyond.

Do I have coverage when I'm traveling?

For emergencies, you have access to any emergency room—anytime, anywhere. Member Care Services can help you locate urgent care services when you are traveling in the United States.

Are there other hospitals in the plan besides Stanford Hospital, Lucile Packard Children's Hospital Stanford, and/or Stanford Health Care Tri-Valley?

Yes, many hospitals across the Bay Area participate in the plan. To find in-network hospitals, contact Member Care Services or check the online provider directory located on stanfordhealthcarealliance.org.

What if I need other care services, such as labs, physical therapy, or an MRI?

You have access to a wide range of laboratory, therapeutic, diagnostic, and supplementary services, including physical therapy, occupational therapy, speech therapy, radiology, MRI, and more.

Are there services that require prior authorization (pre-certification)?

Yes, your treating provider will submit prior authorization requests when necessary. A prior authorization is required for certain tests and procedures that may be recommended by your physician. To find out which services require prior authorization, contact Member Care Services.

Medical Records

Am I able to go online and access medical records for all members of my plan?

The care you receive from our providers is tracked and coordinated using an electronic medical record system. As a member of SHCA, you have access to your records through the MyHealth portal. You can also request shared access to medical records for another adult and for children aged 17 and under.

I am switching doctors and want to bring my medical records with me. How can I do this?

Member Care Services can help transfer your medical records to your new SHCA doctor. Easy transfer of your medical records is possible through the connected system between Stanford Health Care and most of our in-network hospitals.

Benefits

Does the plan offer preventive care?

Yes, preventive care, such as routine exams, well-woman visits, and related lab work, is covered at no cost when you see an in-network provider. Contact Member Care Services for detailed information on covered preventive services and frequency limitations.

What is my prescription drug coverage?

The prescription drug benefit has a list of medications, also known as a formulary. The amount you pay may vary based on the prescription type—generic, preferred, or non-preferred. Some prescription drugs may require prior authorization or trying one or more specified medications.

Can I get mail-order prescriptions?

Yes, most prescriptions are eligible for 90-day refills, with free shipping to your home or office.

About Stanford Health Care Alliance (SHCA)

I am confused about my plan. Don't I have Aetna?

Your benefit plan is through Stanford Health Care Alliance. Aetna is our third-party administrator. In this role, Aetna processes and pays claims, sends the explanation of benefits, contracts with the doctors and hospitals, and houses the DocFind provider tool.

Has my health plan changed? Is the coverage different?

No. Your coverage and benefits have not changed. You are still enrolled in the same plan as before, with added benefits now provided through Stanford Health Care Alliance. As an SHCA member, you will now have access to our Member Care Services and Care Management, which are now under the SHCA umbrella instead of Aetna.

What does Stanford Health Care Alliance do?

We manage the benefit operations, maintain the care network, provide member services, outreach to patients to ensure certain care needs are met, and provide patient education and care management.

What kind of plans does SHCA offer?

As an employee, you may have several options to choose from, including:

- The EPO (Exclusive Provider Organization) plan
- The HDHP (High-Deductible Health Plan) plan
- The POS II (Point-of-Service) plan

What are the differences in these plans?

Your Stanford Benefits Guide, located on the HealthySteps 4 U website at www.healthysteps4u.org, lists each plan so that you can make an informed decision when it is time to choose. Also, SHCA Member Care Services, at **1-855-345-7422**, can answer any plan questions you may have.

Is there a phone number that I can call when I have questions or need more immediate help?

Yes, you may call SHCA Member Care Services at **1-855-345-7422**, Monday through Friday, 6:30 a.m. to 6:30 p.m. Pacific Time. We can assist you with a variety of needs, including assistance in finding doctors and providers, eligibility, coverage, and billing questions.

My primary care physician is not a Stanford doctor. Can I continue to see them?

If you have the HDHP or POS II plan, the answer is most likely yes. We recommend calling SHCA Member Care Services at **1-855-345-7422** to verify and, if necessary, help you find a new provider.

Where can I go for same-day or urgent care?

If you are in the San Francisco Bay Area, visit stanfordhealthcarealliance.org/find-care.html for a list of Stanford Express Care, Walk-In Clinic, Pediatric Urgent Care, and Carbon Health Urgent Care locations. If you are located outside of the San Francisco Bay Area, please call SHCA Member Care Services at **1-855-345-7422** or visit stanfordhealthcarealliance.org/stanford-docfind.html, and follow the instructions to find an in-network Urgent Care location near you.