



**Stanford**  
HEALTH CARE ALLIANCE

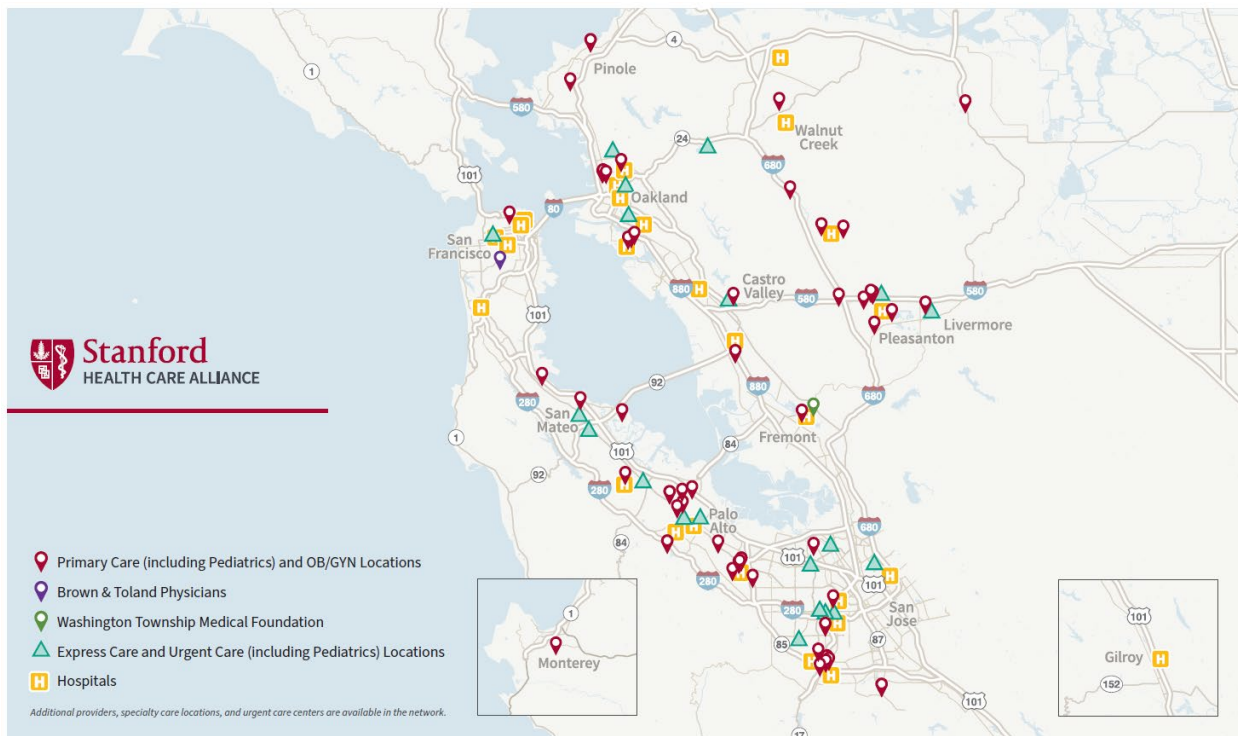
# Stanford Health Care Alliance 2024 Provider Operations Guide



## 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.*

  		<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>																															
<p>STANFORD MEDICINE PARTNERS TRIPLE OPTION - SHCA</p> <p>Issuer (80840) 9140860054 Choice POS II GRP: 283922-011-00011 ID W0000 00009 01SAMPLE MEMBER</p>		<table border="1"> <thead> <tr> <th>MEDICAL</th> <th>INDIVIDUAL</th> <th>Tier 3</th> <th>FAMILY</th> <th>Tier 1</th> <th>Tier 3</th> </tr> </thead> <tbody> <tr> <td>INN DED</td> <td>N/A</td> <td>\$ 500</td> <td>N/A</td> <td>\$ 1000</td> <td>\$ 4000</td> </tr> <tr> <td>INN OOP MAX</td> <td>\$ 2000</td> <td>\$ 2000</td> <td>\$ 4000</td> <td>\$ 3000</td> <td>\$ 12000</td> </tr> <tr> <td>OON DED</td> <td>\$ 1500</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>OON OOP MAX</td> <td>\$ 6000</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		MEDICAL	INDIVIDUAL	Tier 3	FAMILY	Tier 1	Tier 3	INN DED	N/A	\$ 500	N/A	\$ 1000	\$ 4000	INN OOP MAX	\$ 2000	\$ 2000	\$ 4000	\$ 3000	\$ 12000	OON DED	\$ 1500					OON OOP MAX	\$ 6000				
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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

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



**MUST CHOOSE A PCP**

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

<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<u>Yes</u>	<u>No</u>	<u>No</u>

**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

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**

PROVIDERS CALL/PRECERT	1-855-345-7422
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<u>No</u>	<u>No</u>	<u>No</u>

## Stanford Health Care Tri-Valley

### EPO SHCA Plan

<p>SHC TRI-VALLEY EPO SHCA Issuer (80840) 9140860054 Aetna Select Open Access GRP: 868307-011-00001 <b>ID W2766 08718</b> 01 MEMBER TEST</p> <table style="width: 100%; border-top: 1px solid black; border-bottom: 1px solid black;"> <tr> <td style="width: 60%;">PCP</td> <td style="text-align: right;">\$ 20.00</td> </tr> <tr> <td>SPC</td> <td style="text-align: right;">\$ 35.00</td> </tr> <tr> <td>ER</td> <td style="text-align: right;">\$ 200.00</td> </tr> </table> <p>RX BIN# 610502</p> <p style="font-size: small;">Stanfordhealthcarealliance.org <span style="float: right;">PAYER NUMBER 60054 0106</span></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%; border-top: 1px solid black; border-bottom: 1px solid black;"> <thead> <tr> <th style="text-align: left;">MEDICAL</th> <th style="text-align: left;">INDIVIDUAL</th> <th style="text-align: left;">FAMILY</th> </tr> <tr> <th></th> <th style="text-align: left;">Tier 1</th> <th style="text-align: left;">Tier 1</th> </tr> </thead> <tbody> <tr> <td>INN DED</td> <td style="text-align: right;">\$ 400</td> <td style="text-align: right;">\$ 1000</td> </tr> <tr> <td>INN OOP MAX</td> <td style="text-align: right;">\$ 1800</td> <td style="text-align: right;">\$ 3600</td> </tr> <tr> <td>OON DED</td> <td style="text-align: right;">N/A</td> <td style="text-align: right;">N/A</td> </tr> <tr> <td>OON OOP MAX</td> <td style="text-align: right;">N/A</td> <td style="text-align: right;">N/A</td> </tr> </tbody> </table> <table style="width: 100%; border-top: 1px solid black; border-bottom: 1px solid black;"> <tr> <td style="width: 70%;">SHCA MEMBER CARE SERVICES</td> <td style="text-align: right;">1-855-345-7422</td> </tr> <tr> <td>PROVIDERS CALL/PRECERT</td> <td style="text-align: right;">1-888-632-3862</td> </tr> <tr> <td>24 HOUR NURSE LINE</td> <td style="text-align: right;">1-800-556-1555</td> </tr> <tr> <td>MENTAL/BEHAVIORAL HEALTH</td> <td style="text-align: right;">1-800-424-4047</td> </tr> <tr> <td>RX MEMBER SERVICES</td> <td style="text-align: right;">1-888-792-3862</td> </tr> </table> <p style="font-size: small;">Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>	MEDICAL	INDIVIDUAL	FAMILY		Tier 1	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
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<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>No</b>

### POS II and HDHP SHCA Plans

<p>NAP</p> <p>SHC TRI-VALLEY POS II SHCA Issuer (80840) 9140860054 Choice POS II GRP: 868376-013-00001 <b>ID W2561 48995</b> 01 SAMPLE TEST PCP: NO ELECTION REQUIRED 02 SPOUSE TEST PCP: NO ELECTION REQUIRED</p> <table style="width: 100%; border-top: 1px solid black; border-bottom: 1px solid black;"> <tr> <td style="width: 60%;">PCP</td> <td style="text-align: right;">\$ 15.00</td> </tr> <tr> <td>SPC</td> <td style="text-align: right;">\$ 15.00</td> </tr> </table> <p>RX BIN# 610502</p> <p style="font-size: small;">Stanfordhealthcarealliance.org <span style="float: right;">PAYER NUMBER 60054 0106</span></p>	PCP	\$ 15.00	SPC	\$ 15.00	<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%; border-top: 1px solid black; border-bottom: 1px solid black;"> <thead> <tr> <th style="text-align: left;">MEDICAL</th> <th style="text-align: left;">INDIVIDUAL</th> <th style="text-align: left;">FAMILY</th> </tr> <tr> <th></th> <th style="text-align: left;">Tier 1</th> <th style="text-align: left;">Tier 1</th> </tr> </thead> <tbody> <tr> <td>INN DED</td> <td style="text-align: right;">\$ 1000</td> <td style="text-align: right;">\$ 3000</td> </tr> <tr> <td>INN OOP MAX</td> <td style="text-align: right;">\$ 3000</td> <td style="text-align: right;">\$ 9000</td> </tr> <tr> <td>OON DED</td> <td style="text-align: right;">\$ 1000</td> <td style="text-align: right;">\$ 3000</td> </tr> <tr> <td>OON OOP MAX</td> <td style="text-align: right;">\$ 10000</td> <td style="text-align: right;">\$ 30000</td> </tr> </tbody> </table> <table style="width: 100%; border-top: 1px solid black; border-bottom: 1px solid black;"> <tr> <td style="width: 70%;">SHCA MEMBER CARE SERVICES</td> <td style="text-align: right;">1-855-345-7422</td> </tr> <tr> <td>PROVIDERS CALL/PRECERT</td> <td style="text-align: right;">1-888-632-3862</td> </tr> <tr> <td>24 HOUR NURSE LINE</td> <td style="text-align: right;">1-800-556-1555</td> </tr> <tr> <td>MENTAL/BEHAVIORAL HEALTH</td> <td style="text-align: right;">1-800-424-4047</td> </tr> </table> <p style="font-size: small;">Aetna Life Insurance Company Submit Claims To: PO BOX 14079 LEXINGTON KY 40512 4079</p>	MEDICAL	INDIVIDUAL	FAMILY		Tier 1	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
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<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>Yes</b>

## Stanford Medicine Partners

### EPO SHCA Plan

<p>STANFORD MEDICINE PARTNERS EPO SHCA PLAN</p> <p>Issuer (80840) 9140860054 Aetna Select Open Access GRP: 868027-010-00011 <b>ID W0000 00009</b> 01SAMPLE MEMBER</p> <table style="width: 100%; margin-top: 10px;"> <tr><td>PCP</td><td>\$ 20.00</td></tr> <tr><td>SPC</td><td>\$ 35.00</td></tr> <tr><td>ER</td><td>\$ 200.00</td></tr> </table> <p>RX BIN# 610502</p> <p style="font-size: small;">StanfordHealthCareAlliance.org <span style="float: right;">PAYER NUMBER 60054 0106</span></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> <hr/> <p>SHCA MEMBER CARE SERVICES <span style="float: right;">1-855-345-7422</span>          PROVIDERS CALL/PRECERT <span style="float: right;">1-888-632-3862</span>          24 HOUR NURSE LINE <span style="float: right;">1-800-556-1555</span>          MENTAL/BEHAVIORAL HEALTH <span style="float: right;">1-800-424-4047</span>          RX MEMBER SERVICES <span style="float: right;">1-888-792-3862</span></p> <hr/> <p style="font-size: x-small;">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
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<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>No</b>

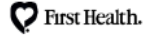
### Triple Option SHCA Plan – New for 2024

<p>STANFORD MEDICINE PARTNERS TRIPLE OPTION - SHCA</p> <p>Issuer (80840) 9140860054 Choice POS II GRP: 283922-011-00011 <b>ID W0000 00009</b> 01SAMPLE MEMBER</p> <p style="font-size: small;">Stanfordhealthcarealliance.org <span style="float: right;">PAYER NUMBER 60054 0106</span></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>Tier 3</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>CON DED</td><td>\$ 1500</td><td></td><td>\$ 3000</td><td></td></tr> <tr><td>CON OOP MAX</td><td>\$ 6000</td><td></td><td>\$12000</td><td></td></tr> </table> <hr/> <p>SHCA MEMBER CARE SERVICES <span style="float: right;">1-855-345-7422</span>          PROVIDERS CALL/PRECERT <span style="float: right;">1-888-632-3862</span>          24 HOUR NURSE LINE <span style="float: right;">1-800-556-1555</span>          MENTAL/BEHAVIORAL HEALTH <span style="float: right;">1-800-424-4047</span></p> <hr/> <p style="font-size: x-small;">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	Tier 3	INN DED	N/A	\$ 500	N/A	\$ 1000	INN OOP MAX	\$ 2000	\$ 2000	\$ 4000	\$ 4000	CON DED	\$ 1500		\$ 3000		CON OOP MAX	\$ 6000		\$12000	
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CON OOP MAX	\$ 6000		\$12000																												

<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>Yes</b>



## Stanford University Postdoctoral Scholars



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	\$	40.00
HO	\$	250.00
ER	\$	250.00
UC	\$	40.00

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
	Tier 1	Tier 1
INN DED	N/A	N/A
INN OOP MAX	\$ 3500	\$ 7000
OOB DED	\$ 1500	\$ 4500
OOB OOP MAX	\$15000	\$45000

SHCA MEMBER CARE SERVICES	1-855-345-7422
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<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>Yes</b>

SHC Alliance Technology Clients

### Cisco - LifeConnections Plan

<p><b>LIFE CONNECTIONS PLAN</b>                  COPAYS: LGHC\$10 PCP\$20 SPC\$40                  Issuer (80840) 9140860054 Aetna Select Open Access                  GRP: 868100-010-00001  <b>ID</b></p> <p style="text-align: right; font-size: small;">PAYER NUMBER 60054 0106</p> <p style="font-size: x-small;">www.aetna.com</p>	<p><b>TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA.</b>                  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" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <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> <table style="width: 100%; font-size: x-small;"> <tr> <td>SHCA MEMBER SERVICES</td> <td style="text-align: right;">1-844-845-8078</td> </tr> <tr> <td>PROVIDERS CALL/PREPERT</td> <td style="text-align: right;">1-888-632-3882</td> </tr> <tr> <td>24 HOUR NURSE LINE</td> <td style="text-align: right;">1-800-556-1555</td> </tr> <tr> <td>CVS CAREMARK RX</td> <td style="text-align: right;">1-877-411-8164</td> </tr> <tr> <td>MENTAL/BEHAVIORAL HEALTH</td> <td style="text-align: right;">1-800-424-4047</td> </tr> </table> <p style="font-size: x-small;">Aetna Life Insurance Company                  Submit Claims To:                  PO BOX 14079 LEXINGTON KY 40512 4079</p> <p style="text-align: right; font-size: x-small;"><b>CVS caremark</b>                  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	SHCA MEMBER SERVICES	1-844-845-8078	PROVIDERS CALL/PREPERT	1-888-632-3882	24 HOUR NURSE LINE	1-800-556-1555	CVS CAREMARK RX	1-877-411-8164	MENTAL/BEHAVIORAL HEALTH	1-800-424-4047
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CVS CAREMARK RX	1-877-411-8164																									
MENTAL/BEHAVIORAL HEALTH	1-800-424-4047																									

<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>Encouraged</b>	<b>No</b>	<b>No</b>

### Intel Connected Care

<p><b>Connected Care CA HDHP</b></p> <p>Member Name: JANE SAMPLE                  Member ID: SMPL0001                  Group #: L00841M002 Plan: 040                  Plan Code: HSA/HDHP PCP:</p> <p>Connected Care Concierge Center: 1 (800) 971-4153                  connectedcarehealth.com com</p> <table style="width: 100%; font-size: x-small;"> <tr> <td><b>Deductible:</b>                      Employee only: \$1,600                      Employee &amp; child(ren): \$3,200                      Employee &amp; spouse: \$4,000                      Employee &amp; spouse &amp; child(ren): \$4,000</td> <td><b>Out-of-Pocket Maximum:</b>                      Employee only: \$2,240                      Employee &amp; child(ren): \$4,480                      Employee &amp; spouse: \$5,335                      Employee &amp; spouse &amp; child(ren): \$5,335</td> </tr> </table> <p style="font-size: x-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.</p>	<b>Deductible:</b> Employee only: \$1,600 Employee & child(ren): \$3,200 Employee & spouse: \$4,000 Employee & spouse & child(ren): \$4,000	<b>Out-of-Pocket Maximum:</b> Employee only: \$2,240 Employee & child(ren): \$4,480 Employee & spouse: \$5,335 Employee & spouse & child(ren): \$5,335	<p><b>ESI Pharmacy Information:</b>                  Rx Bin: 610014 Rx Group: INTELRX                  Pharmacy Help Desk: 1 (800) 922-1557 ESI Member Services: 1 (855) 315-4523</p> <table style="width: 100%; font-size: x-small;"> <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> <tr> <td><b>Out-of-Area Network</b>                      First Health Network                      For more information call the Concierge Center: 1 (800) 971-4153</td> <td><b>Prudent Buyer Plan</b>                      Provider VERIFAX:                      1 (800) 971-4153                      Utilization Management:                      1 (800) 971-4153</td> </tr> </table> <p style="font-size: x-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 licensees of the Blue Cross Association.</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	<b>Out-of-Area Network</b> First Health Network For more information call the Concierge Center: 1 (800) 971-4153	<b>Prudent Buyer Plan</b> Provider VERIFAX: 1 (800) 971-4153 Utilization Management: 1 (800) 971-4153
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<b>PCP Required</b>	<b>Referral Required</b>	<b>Out-of-Network Benefits</b>
<b>No</b>	<b>No</b>	<b>Yes</b>

## Recertification 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](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](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
<b>BRCA testing</b>	Aetna Provider Portal or by phone 1-877-794-8720
<b>Gender Reassignment Surgery</b>	Aetna’s Provider Service Center 1-888-632-3862
<b>Infertility Program</b>	National Infertility Unit (NIU): 1-800-575-5999
<b>Infertility Program: Injectables</b>	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 <a href="https://eforms.com/prior-authorization/cvscaremark/">https://eforms.com/prior-authorization/cvscaremark/</a>
<b>Mental Health or Substance Abuse Services Precertification</b> <i>Note: Includes Autism Spectrum Disorders (ABA Therapy only)</i>	Aetna’s Provider Service Center 1-888-632-3862
<b>Transplant</b> <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
<p><b>Primary Care Doctor</b>            Appointment: Yes            Hours: Business            Visits: Video and in-person</p> <p><i>Annual exams • Routine care, including minor ailments and injuries • Blood tests • Care for chronic illness • Vaccinations</i></p>	<p><b>Stanford Express Care</b>            Appointment: Yes, same-day            Hours: Daily, varies by location            Visits: Video and in-person</p> <p><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></p>	<p><b>Stanford Walk-In Clinic</b>            Appointment: No            Hours: Monday–Friday, 2:30pm–10:00pm</p>	<p><b>Urgent Care</b>            Appointment: Yes, same-day            Hours: Daily, varies by location            Visits: Video and in-person</p>	<p><b>Emergency Department</b>            Appointment: No            Hours: 24/7</p> <p><i>Call 911 or go to the nearest hospital for life-threatening emergencies</i></p>

### 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

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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](https://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

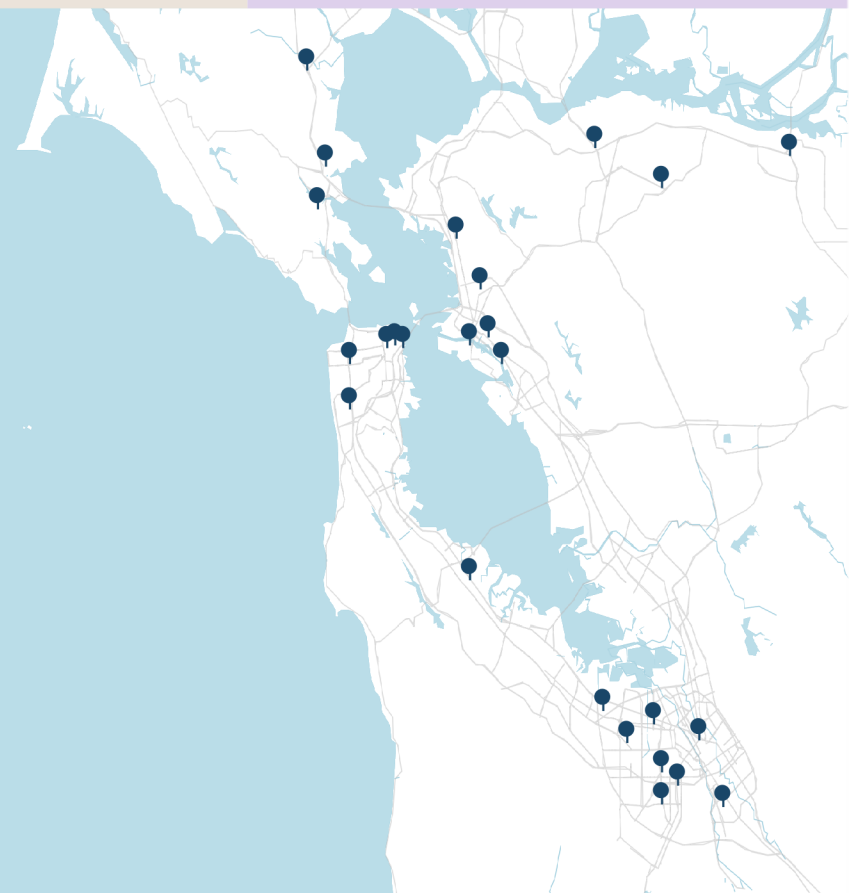
- Corte Madera
- Novato
- San Rafael

### 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](https://carbonhealth.com)

## Additional Resources

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### 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](https://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](https://mavenclinic.com/join/StanfordChildrens)
- PCHA: [mavenclinic.com/join/PackardChildrens](https://mavenclinic.com/join/PackardChildrens)
- SHC: [mavenclinic.com/join/SHC](https://mavenclinic.com/join/SHC)
- SHC TV: [mavenclinic.com/join/SHCTriValley](https://mavenclinic.com/join/SHCTriValley)



## At-a-Glance Summary

### SHC Alliance Stanford Employer Groups

	SHC ALLIANCE STANFORD EMPLOYER GROUPS	SHC ALLIANCE TECHNOLOGY CLIENTS	
		Cisco	Intel
<b>Employer Group</b>	<ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Health Care</li> <li>• Packard Children’s Health Alliance</li> <li>• Stanford Health Care Tri-Valley</li> <li>• Stanford Medicine Partners</li> <li>• Stanford University Postdoctoral Scholars</li> </ul>	<ul style="list-style-type: none"> <li>• Cisco Systems, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>• Intel Corporation</li> </ul>
<b>Member Eligibility</b>	SHC and SMP users: verify eligibility in Epic under “Coverages” Others: Aetna’s provider portal <a href="https://www.availity.com">Availity.com</a> or contact Provider Services at 1-888-632-3862.		Check eligibility in Connected Care’s provider portal at <a href="https://secure.healthx.com/connectedcareprovideraccess">secure.healthx.com/connectedcareprovideraccess</a> or contact the Concierge Team at 1-800-971-4153.
<b>PCP Selection Required</b>	No  PCP selection is required for SHC and LPCH employer groups.	Encouraged	Encouraged
<b>Network Directory</b>	<a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a>	<a href="https://tinyurl.com/ciscopeviders">tinyurl.com/ciscopeviders</a>	<a href="https://connectedcareproviders.com">connectedcareproviders.com</a>
<b>Referral Required</b>	No		No
<b>Authorization Required</b>	Yes, for CPT codes, drugs and injectables included in Aetna’s National Precertification List.  Providers can search by CPT code: <a href="https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html">https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html</a>		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 TECHNOLOGY CLIENTS	
	Cisco	Intel
<b>Claim Submission</b>	<p>Electronic claim submission:  <a href="https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-claims.html">https://www.aetna.com/health-care-professionals/claims-payment-reimbursement/electronic-claims.html</a>            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 &amp; Appeal Department            P.O. Box 2900            Milwaukee WI 53201-2900</p>
<b>Preferred Laboratories</b>	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
<b>Preferred Radiology and Imaging Services</b>	<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>
<b>Behavioral Health</b>	<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>
<b>Near Site Clinics (in proximity to employer)</b>	<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, 14<sup>th</sup> 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
<p><b>Stanford Postdoctoral Scholars</b></p>	<p><u>Network Hospitals</u></p> <ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> <li>• 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))</li> </ul> <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:  <a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a></p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>• Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>• Washington Township Medical Foundation physicians</li> <li>• Sutter Pacific Medical Foundation physicians located in San Francisco</li> <li>• Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties</li> </ul> <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"> <li>• Out-of-network benefit level</li> </ul> <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"> <li>- <b>Lucile Packard Children’s Hospital Stanford</b></li> <li>- <b>Packard Children’s Health Alliance</b></li> <li>- <b>Stanford Health Care</b></li> <li>- <b>Stanford Medicine Partners - EPO SHCA Plan</b></li> </ul>	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> </ul> <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> <li>• 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))</li> </ul> <p>Note:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol> <p>For the complete network directory visit:  <a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a></p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>• Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>• Washington Township Medical Foundation physicians</li> <li>• Sutter Pacific Medical Foundation physicians located in San Francisco</li> <li>• Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties</li> </ul> <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
<p><b>Stanford Medicine Partners – SHCA Triple Option Plan</b></p>	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> </ul> <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> <li>• Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital and Sutter Bay Area hospitals)</li> </ul> <p>For the complete network directory visit:  <a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a></p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Palo Alto Medical Foundation, Sutter Gould Medical Foundation, all Bay Area Sutter providers and all other</li> <li>• Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>• Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>• Washington Township Medical Foundation physicians</li> </ul> <p><u>Out-of-Network Providers:</u> 40% coinsurance after deductible (copay + 40% coinsurance for prescription drug)</p>
<p><b>Stanford Health Care Tri-Valley – EPO SHCA Plan</b></p>	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> </ul> <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> <li>• Select Aetna contracted hospitals within the service area (e.g., El Camino, Good Samaritan, Washington Hospital)</li> </ul> <p>For the complete network directory visit:  <a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a></p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>• Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>• Washington Township Medical Foundation physicians</li> </ul> <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
<p><b>Stanford Health Care Tri-Valley – POS II and HDHP SHCA Plans</b></p>	<p><u>Network Hospitals</u></p> <p>Tier 1 Benefit Level:</p> <ul style="list-style-type: none"> <li>Stanford Health Care Tri-Valley</li> </ul> <p>Tier 2 Benefit Level:</p> <ul style="list-style-type: none"> <li>Lucile Packard Children’s Hospital Stanford</li> <li>Stanford Hospital</li> <li>Sutter Bay Area hospitals</li> <li>Aetna contracted hospitals</li> </ul> <p>For the complete network directory visit:  <a href="https://stanfordhealthcarealliance.org">stanfordhealthcarealliance.org</a></p>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>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)</li> <li>Palo Alto Medical Foundation, Sutter Gould Medical Foundation, all Bay Area Sutter providers and all other</li> <li>Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>Washington Township Medical Foundation physicians</li> </ul> <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
<p><b>Cisco</b></p>	<p><u>Network Hospitals</u></p> <ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> <li>• 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))</li> </ul> <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"> <li>• <a href="https://tinyurl.com/ciscoproviders">tinyurl.com/ciscoproviders</a></li> </ul>	<p><u>Stanford Health Care Alliance Network Providers:</u></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Crossover Health @ SOMA located in San Francisco</li> <li>• 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)</li> <li>• Select Aetna supplemental contracted providers including Affinity Medical Group, and ancillary providers (e.g., DME, acupuncture, chiropractors, behavioral health)</li> <li>• Select Brown &amp; Toland physicians primarily located in San Francisco and San Mateo counties</li> <li>• Washington Township Medical Foundation physicians</li> <li>• Sutter Pacific Medical Foundation physicians located in San Francisco</li> <li>• Sutter East Bay Medical Foundation physicians located in Alameda and Contra Costa counties</li> </ul> <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
<b>Intel</b>	<ul style="list-style-type: none"> <li>• Lucile Packard Children’s Hospital Stanford</li> <li>• Stanford Hospital</li> <li>• Stanford Health Care Tri-Valley</li> </ul> <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"> <li>• El Camino Hospital (Mountain View and Los Gatos)</li> <li>• Good Samaritan Hospital</li> <li>• John Muir Health (Concord and Walnut Creek)</li> <li>• O’Connor Hospital</li> <li>• Regional Medical Center of San Jose</li> <li>• St. Rose Hospital</li> <li>• St. Louise Regional Hospital</li> <li>• Sequoia Hospital</li> <li>• Seton Medical Center</li> <li>• UCSF Benioff Children’s Hospital Oakland</li> <li>• Washington Hospital</li> </ul> <p>Note: <u>All</u> Sutter hospitals are excluded.</p> <p>For the complete network directory visit:  <a href="https://connectedcareproviders.com">connectedcareproviders.com</a></p>	<p><u>In-Network Tiers (5% coinsurance)</u>  Primary Network (“Medical Neighborhood”)</p> <ul style="list-style-type: none"> <li>• All Stanford providers and specifically designated Anthem’s wrap providers within the service area (including Affinity Medical Group and Washington Township Medical Foundation)</li> </ul> <p>Anthem’s PPO network outside of the service area</p> <ul style="list-style-type: none"> <li>• Anthem’s PPO network of providers primarily for out-of-area dependents and members who travel</li> <li>• First Health national network for out of state</li> </ul> <p><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)</p> <ul style="list-style-type: none"> <li>• Out-of-network benefit level at Anthem contracted rates</li> </ul> <p>Out-of-Network Providers (not contracted with Anthem)</p> <ul style="list-style-type: none"> <li>• Out-of-network, no contract rates</li> </ul> <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.

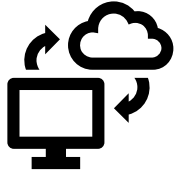
Participating providers are offered two levels of internal review. If a participating provider remains dissatisfied with the resolution of the issue and has additional relevant information to present, the participating provider may initiate a second level review request and include any additional relevant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



## **Care Management**

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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

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### 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](https://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
<b>Member Care Services/Concierge Center</b>	1-855-345-7422	1-844-845-8078	1-800-971-4153
<b>Pharmacy Member Services</b>	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
<b>Nurse Line</b>	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)
<b>Provider Services</b>	1-888-632-3862	1-888-632-3862	1-800-971-4153
<b>Provider Portal</b>	<a href="https://www.availity.com">Availity.com</a>	<a href="https://www.availity.com">Availity.com</a>	<a href="https://secure.healthx.com/connectedcare/provideraccess">secure.healthx.com/connectedcare/provideraccess</a>

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](https://stanfordhealthcarealliance.org).

**For any additional information or questions, please contact the SHC Alliance Network Operations team at [SHCAnetwork@StanfordHealthCare.org](mailto: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](https://www.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)
<b>SHC ALLIANCE STANFORD EMPLOYER GROUPS</b>		
<p><b>Lucile Packard Children’s Hospital Stanford (CRONA and Non-CRONA)</b></p> <p><b>Packard Children’s Health Alliance</b></p> <p><b>Stanford Health Care (CRONA and Non-CRONA)</b></p> <p><b>Stanford Health Care Tri-Valley</b></p> <p><b>Stanford Medicine Partners</b></p>	<ul style="list-style-type: none"> <li>• <b>Able To</b> (8-week program with weekly visits, ages 18+) 844-330-3648</li> <li>• <b>Aetna’s Behavioral Health Network</b> 855-345-7422 (SHCA’s Member Care Services will assist in identifying in-network BH providers)</li> <li>• <b>ArrayAtHome</b> (Televideo provider, ages 5+) 800-442-8938 <a href="https://www.arraybc.com">arraybc.com</a></li> <li>• <b>Brightline</b> (Behavioral health for children and families) LPCH, PCHA: <a href="https://www.hellobrightline.com/stanfordchildrens">hellobrightline.com/stanfordchildrens</a> SHC: <a href="https://www.hellobrightline.com/shc">hellobrightline.com/shc</a> SHC Tri-Valley: <a href="https://www.hellobrightline.com/trivalley">hellobrightline.com/trivalley</a> SMP: <a href="https://www.hellobrightline.com/stanfordpartners">hellobrightline.com/stanfordpartners</a></li> <li>• <b>Integrative Behavioral Health &amp; Medicine</b> 866-362-4246 <a href="https://www.integrativebehavioral.com">integrativebehavioral.com</a></li> <li>• <b>MDLive</b> (Televideo provider, ages 10+) 855-824-2170 <a href="https://www.mdlive.com/bhcomm">mdlive.com/bhcomm</a></li> <li>• <b>Meru Health</b> (12-week virtual program, no cost to members) LPCH, PCHA: <a href="https://www.meruhealth.com/lpch">meruhealth.com/lpch</a> SHC, SHC Tri-Valley: <a href="https://www.meruhealth.com/shc">meruhealth.com/shc</a> SMP: <a href="https://www.meruhealth.com/aetna">meruhealth.com/aetna</a></li> <li>• <b>MindCheck</b> (No cost, self-directed learning online tool) <a href="https://www.mindchecktoday.com">mindchecktoday.com</a></li> <li>• <b>Pacific Anxiety Group</b> 650-762-8352 <a href="https://www.pacificanxietygroup.com">pacificanxietygroup.com</a></li> <li>• <b>Pause a Moment (PAM)</b> (No cost, self-directed learning online tool) <a href="https://www.pam.stanford.edu">pam.stanford.edu</a></li> <li>• <b>Peninsula Behavioral Health</b> 650-308-9215 <a href="https://www.penbh.com">penbh.com</a></li> <li>• <b>Portola Wellness</b> 650-469-1360 <a href="https://www.portolawellness.com">portolawellness.com</a></li> <li>• <b>Talkspace</b> (Digital mental health support, ages 13+) <a href="https://www.talkspace.com/aetna">talkspace.com/aetna</a></li> <li>• <b>Teladoc Behavioral Health</b> (Televideo provider, ages 13+) 855-835-2362 <a href="https://www.teladoc.com/aetna">teladoc.com/aetna</a></li> </ul>	<p><b>LPCH, PCHA EAP</b></p> <ul style="list-style-type: none"> <li>• <b>Lyra Health</b> 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 877-337-3867 <a href="https://www.stanfordchildrens.lyrahealth.com">stanfordchildrens.lyrahealth.com</a></li> <li>• <b>Stanford University Faculty Staff Health Center</b> 650-723-4577</li> </ul> <p><b>SHC, SMP EAP</b></p> <ul style="list-style-type: none"> <li>• <b>Carelon Behavioral Health</b> 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 855-281-1601 <a href="https://www.achievesolutions.net/shctv">achievesolutions.net/shctv</a></li> <li>• <b>Stanford University Faculty Staff Health Center</b> 650-723-4577</li> </ul> <p><b>Stanford Health Care Tri-Valley EAP</b></p> <ul style="list-style-type: none"> <li>• <b>Carelon Behavioral Health</b> 10 free in-person/virtual counseling sessions (per event) with a therapist or psychologist 855-281-1601 <a href="https://www.achievesolutions.net/shctv">achievesolutions.net/shctv</a></li> </ul>

## 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](https://www.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)
<b>SHC ALLIANCE STANFORD EMPLOYER GROUPS</b>		
<b>Stanford University Postdoctoral Scholars</b>	<ul style="list-style-type: none"> <li>• <b>Able To</b> (8-week program with weekly visits, ages 18+) 844-330-3648</li> <li>• <b>Aetna’s Behavioral Health Network</b> 855-345-7422 <i>SHCA’s Member Care Services will assist in identifying in-network BH providers</i></li> <li>• <b>ArrayAtHome</b> (Televideo provider, ages 5+) 800-442-8938 <a href="https://arraybc.com">arraybc.com</a></li> <li>• <b>Brightline</b> (Behavioral health for children and families) <a href="https://hellobrightline.com/supd">hellobrightline.com/supd</a></li> <li>• <b>Integrative Behavioral Health &amp; Medicine</b> 866-362-4246 <a href="https://integrativebehavioral.com">integrativebehavioral.com</a></li> <li>• <b>Meru Health</b> (12-week virtual program, no cost to members) <a href="https://meruhealth.com/aetna">meruhealth.com/aetna</a></li> <li>• <b>MDLive</b> (Televideo provider, ages 10+) 855-824-2170 <a href="https://mdlive.com/bhcomm">mdlive.com/bhcomm</a></li> <li>• <b>MindCheck</b> (No cost, self-directed learning online tool) <a href="https://mindchecktoday.com">mindchecktoday.com</a></li> <li>• <b>Pacific Anxiety Group</b> 650-762-8352 <a href="https://pacificanxietygroup.com">pacificanxietygroup.com</a></li> <li>• <b>Pause a Moment (PAM)</b> (No cost, self-directed learning online tool) <a href="https://pam.stanford.edu">pam.stanford.edu</a></li> <li>• <b>Peninsula Behavioral Health</b> 650-308-9215 <a href="https://penbh.com">penbh.com</a></li> <li>• <b>Portola Wellness</b> 650-469-1360 <a href="https://portolawellness.com">portolawellness.com</a></li> <li>• <b>Talkspace</b> (Digital mental health support, ages 13+) <a href="https://talkspace.com/aetna">talkspace.com/aetna</a></li> <li>• <b>Teladoc Behavioral Health</b> (Televideo provider, ages 13+) 855-835-2362 <a href="https://teladoc.com/aetna">teladoc.com/aetna</a></li> </ul>	<b>Stanford University Postdoctoral Scholars EAP</b> <ul style="list-style-type: none"> <li>• <b>Faculty Staff Health Center</b> 650-723-4577</li> <li>• <b>CompPsych – Guidance Resources</b> <i>Free, confidential counseling for members and eligible dependents</i> 855-666-0519 <a href="https://guidanceresources.com">guidanceresources.com</a> Web ID: SUPDPAP</li> </ul>

## 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://aetna.com). For Intel Connected Care members, please visit [connectedcarehealth.com](https://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)
<b>SHC ALLIANCE TECHNOLOGY CLIENTS</b>		
<b>Cisco</b>	<ul style="list-style-type: none"> <li>• <b>Life Connections Health Center</b> 408-424-2000</li> <li>• <b>Aetna's Behavioral Health Network</b> 844-845-8078 (SHCA's Member Care Services will assist in identifying in-network BH providers)</li> <li>• <b>ArrayAtHome</b> (Televideo provider, ages 5+) 800-442-8938 <a href="https://arraybc.com">arraybc.com</a></li> <li>• <b>Integrative Behavioral Health &amp; Medicine</b> 866-362-4246 <a href="https://integrativebehavioral.com">integrativebehavioral.com</a></li> <li>• <b>MDLive</b> (Televideo provider, ages 10+) 855-824-2170 <a href="https://mdlive.com/bhcomm">mdlive.com/bhcomm</a></li> <li>• <b>Talkspace</b> (Digital mental health support, ages 13+) <a href="https://talkspace.com/aetna">talkspace.com/aetna</a></li> <li>• <b>Teladoc Behavioral Health</b> (Televideo provider, ages 13+) 855-835-2362 <a href="https://teladoc.com/aetna">teladoc.com/aetna</a></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Optum Health Behavioral Solutions</b> <a href="https://liveandworkwell.com">liveandworkwell.com</a> Access Code: Cisco</li> </ul>
<b>Intel</b>	<ul style="list-style-type: none"> <li>• <b>Connected Care Behavioral Health Network</b> 800-971-4153 (Connected Care's Concierge Center will assist in identifying in-network BH providers) <a href="https://connectedcareproviders.com/provider/search">connectedcareproviders.com/provider/search</a></li> <li>• <b>Integrative Behavioral Health &amp; Medicine</b> 866-362-4246 <a href="https://integrativebehavioral.com">integrativebehavioral.com</a></li> </ul>	<ul style="list-style-type: none"> <li>• <b>ComPsych – Guidance Resources</b> Free, confidential counseling for members and eligible dependents 800-568-9276 <a href="https://guidanceresources.com">guidanceresources.com</a> Web ID: Intel</li> </ul>