

Dear Member,

Thank you for selecting Scripps Health Plan HMO as your medical plan for 2020!

If you need to change your PCP, find a provider or have any questions about your medical and prescription benefits, please reach out to the Scripps Health Plan Customer Service team at **1-844-337-3700** or for the hearing and speech impaired **TTY: 1-888-515-4065**. We are available Monday through Friday from 8 a.m. to 5 p.m.

YOUR ACTIONS NEEDED

1. Do you have a **MyScripps** account? If not, [sign up](#) today!

Some great features are available in MyScripps:

- Schedule appointments
 - E-Check in for your upcoming appointments
 - Communicate with your doctors and request prescription refills
 - View your billing statements and pay bills
 - View your Scripps Health Plan insurance ID card via the mobile app
 - View and print your Explanation of Benefits (EOBs) – **NEW**
2. To ensure your claims are paid correctly, Scripps Health Plan asks members to complete a [Coordination of Benefits \(COB\) form](#) every year. This form allows you to provide information about whether you, your spouse or your eligible dependents are covered under more than one health plan. The information you provide allows Scripps Health Plan to comply with State and Federal laws that mandate the order of payment responsibility. If you have other coverage, please complete and return the form so we may update our records appropriately.
 3. You, your spouse or your eligible dependents may be randomly selected to participate in our **annual member satisfaction survey**. If you are selected to be part of this small sample, the survey will be mailed to your home in March. Your feedback is very important to us so please respond by returning the completed survey.

CONTACT INFORMATION AND RESOURCES

Scripps Health Plan Customer Service – **1-844-337-3700 (TTY: 1-888-515-4065)**

Scripps Health Plan Web Site – www.ScrippsHealthPlan.com

American Specialty Health (acupuncture/chiropractic) – **1-800-678-9133**

Cigna Behavioral Health – **1-800-866-6534**

MedImpact Pharmacy Benefit Manager – **1-844-282-5343**

ADDITIONAL INFORMATION

The Scripps Health Plan HMO network is made of six medical groups consisting of thousands of providers located throughout San Diego County:

- Mercy Physicians Medical Group (MPMG)
- Primary Care Associates Medical Group (PCAMG)
- Scripps Clinic Medical Group (SCMG)
- Scripps Coastal Medical Center (SCMC)
- Scripps Physicians Medical Group (SPMG)
- Rady Childrens Health Network (RCHN)

Your PCP and Medical Group:

Each Scripps Health Plan HMO member is required to choose a Primary Care Physician (PCP) from the Scripps Health Plan HMO Network. Members may choose a different PCP and/or medical group for each family member. All of your care and services must be received within your medical group's provider network. The PCP that you choose may have one or more medical group affiliation. Be sure to choose the correct medical group to meet your care needs.

Did you know that you can change your PCP and/or medical group at any time by calling Scripps Health Plan Customer Service? PCP and/or medical group changes are generally effective the first of the month following the date of your requested change. If you change your medical group, all previous referrals and/or authorizations for specialty care or procedures are no longer valid. You will need to establish yourself as a new patient with your newly assigned medical group, and must obtain new referrals for services to specialists and providers within your new medical group. Additionally, changing your PCP or designated medical group during a course of treatment may interrupt the quality and continuity of your health care. For this reason, the effective date of your new PCP or designated medical group, when requested during a course of treatment, will be the first of the month following the date it is medically appropriate to transfer your care to your new PCP or designated medical group.

Please visit www.ScrippsHealthPlan.com and choose the 'Find a Provider' option to search for available providers by medical group or call Scripps Health Plan Customer Service for assistance.

Accessing Care and Obtaining Referrals and Authorizations:

Your PCP will refer you to specialists and other services, when medically necessary, and will obtain any needed authorizations. You are not able to access care from providers who are part of medical groups other than the same group as your PCP. For example, if your PCP is part of Scripps Clinic Medical Group, you would not be referred to a specialist or be able to access care with **any** of the other five medical groups, including Scripps Coastal Medical Center, unless a prior authorization has been approved *in advance* by the medical group allowing you to access care out of network. Care accessed

without the required referral or prior authorization will be denied as not covered and you will be responsible for the full billed charges.

Avoid unnecessary ER visits by utilizing other care options

- **Scripps HealthExpress** - These new walk-in clinics offer same day, convenient adult and pediatric care for minor illnesses and health care needs. Minor illnesses include mild flu-like symptoms, cough and congestion, sore throat, ear pain, painful urination and rashes without fever. Scripps HealthExpress walk-in clinics are *in network* for Scripps Health Plan members assigned to the following *four* medical groups: **Scripps Clinic Medical Group, Scripps Coastal Medical Group, Mercy Physicians Medical Group and Scripps Physicians Medical Group.**
- **Urgent Care** - If you require care for a serious, non-life threatening condition, you can obtain care at an urgent care center. Urgent care centers can treat fever without a rash, vomiting or persistent diarrhea, abdominal pain, wheezing or shortness of breath, dehydration, moderate flu-like symptoms, sprains and strains, and small cuts that may require stitches. If feasible, you should contact your PCP or assigned medical group to be directed to the appropriate urgent care that is within your assigned medical group. If it is within business hours (8 a.m. to 5p.m.) and you need help finding an urgent care provider, you may contact Scripps Health Plan Customer Service, otherwise visit the nearest urgent care center to seek care. You will be responsible for a copay that will be collected at the time of your visit, and once you have been treated and discharged, you should contact your PCP for any necessary follow-up care.
- **Virtual Care** - As a Scripps Health Plan member, you have access to **Doctor on Demand** from your mobile device or computer 24 hours a day/7 days a week from anywhere in the United States. Doctor on Demand offers medical and behavioral health video visit services from board certified providers for a \$15 copay. If necessary, they can even prescribe medications and send the prescription to your local pharmacy.

In addition, e-visits and video visits are available for members assigned to Scripps Clinic Medical Group and Scripps Coastal Medical Center. Access these new services remotely via MyScripps! Learn more about these services at <https://www.scripps.org/virtual-care>.

Additional Member Resources:

Please visit <http://www.scrippshealthplan.com> to review our **Member Welcome Guide** which is intended to assist you with questions you may have regarding access to health care services. We also encourage you to read the **Evidence of Coverage** and **Summary of Benefits and Coverage** for further description of your benefits and coverage, and the

[Notice of Privacy Practices](#) which details our policies and procedures regarding our confidentiality/privacy practices.

All of these documents can be viewed, downloaded, and/or printed at your convenience when accessing the 'I'm a Member' page, and 'Benefit Information & Forms' section, or by clicking on the blue text above. Should you have any additional questions regarding the information in this emails, the Scripps Health Plan website, or the HMO plan in general, please feel free to call our Customer Service Department toll free at **1-844-337-3700** or for the hearing and speech impaired **TTY: 1-888-515-4065**, Monday through Friday from 8 a.m. to 5 p.m. PST.

Sincerely,
Scripps Health Plan