

Scripps Health Plan Member Newsletter

2026 - FIRST QUARTER EDITION

Thank you for Choosing Scripps Health Plan!

This quarterly newsletter highlights what's new for 2026, how to use your benefits, and where to find help—without the fine print.

★ What's New for 2026

- Some benefits, copay and cost share amounts changed for 2026
- Updated ID cards were mailed
- Behavioral health services will transition to Carelon beginning April 1, 2026

☑ Top To-Dos

- Log in to or sign up for MyScripps to view your ID card and message your care team.
- Complete the Coordination of Benefits form if you have other coverage.
- Update your PCP or dependent demographic information.

💡 Know Where to Go for Care

- Primary care
- Urgent care
- Virtual care 24/7
- Emergency care for serious symptoms.

💊 Pharmacy Spotlight

- Flu & COVID-19 vaccines
- \$0 copay at in-network pharmacies

📎 Member Information

2026 Annual Member Information & Notices

- [Member Welcome Guide](#)
- [Evidence of Coverage](#)

We're Listening

Have 3 minutes? Your feedback helps shape future benefits and services.

👉 **Take the Member Survey:**
[2026 Scripps Health Plan Member Survey](#)

• In this issue

- Take the member survey
- What's new for 2026
- Using your benefits
- Pharmacy reminders
- MyScripps

Need help?

Customer Service
1-844-337-3700
TTY: 1-888-515-4065
customerservice@scrippshealth.org
www.scrippshealthplan.com



What's new for 2026

2026 BENEFIT PLAN CHANGES

Scripps Health Plan has made benefit plan changes for 2026. These changes were communicated during Open Enrollment. Please see the grid below of updated copayments:

Benefit	2025 Copay	2026 Copay
PCP Office Visit	\$20	\$25
Specialist	\$35	\$40
Urgent Care	\$40	\$45
Doctor on Demand	\$20	\$25
Emergency Room	\$150	\$175
Behavioral Health Outpatient Office Visit	\$20	\$25

Prescriptions	2025	2026
Annual Out of Pocket	\$2,500 individual; \$5,000 Family	\$3,000 Individual; \$5,500 Family
30 Day Supply		
Generic – Tier 1	\$20	\$20*
High-Cost Generic/Brand – Tier 2	\$40	\$50*
Brand (non-formulary) – Tier 3	\$80	\$90*
90 Day Supply		
Generic – Tier 1	\$40	\$40*
High-Cost Generic – Tier 2	\$100	\$125*
Brand (non-formulary) – Tier 3	\$225	\$270*
Specialty Medications – Tier 4	30% coinsurance (\$75 min; \$250 max)	30% coinsurance (\$125 min; \$250 max)*

**Not to exceed 50% of the plan cost.*



2026 Behavioral Health Benefits Changes and Substance Use Disorder Services

Pending regulatory approval, behavioral health services will transition from **Magellan Healthcare** to **Carelon Behavioral Health** effective **April 1, 2026**.

What it Means for You

- Access to a broad network of mental health providers
- Current authorizations and treatment plans will be honored
- Many Magellan providers are joining the Carelon network (directory updated as providers enroll)

Next Steps for You

Before April 1, 2026:

- Check if your provider is in Carelon's network
- Search the Carelon provider directory or ask your provider directly

If your provider is not in network:

- Continue care for **90 days** at in-network rates
- Possible extension up to **12 months** if medically necessary
- Standard copays still apply

New ID Cards

New ID cards were mailed to HMO members in late December due to plan copay changes.

- Use your **new card** for provider visits and pharmacy services
- Securely dispose of your **old medical ID card**
- Dental and vision cards are **not affected**

Missing your card?

Call **1-844-337-3700**
(TTY **1-888-515-4065**)
Mon–Fri, **8 a.m.–5 p.m. PST**

Scripps Scripps Health Plan		
Card Issued Date: Subscriber Name: JOHN SUBSCRIBER	Plan Group ID: 1641000001	Network Type: HMO Benefit Plan ID: 9000000012
Member ID: SH123456702	Plan Medical Group: DEFAULT TEXT FOR PREVIEW ONLY	Primary Care Physician: PCP LongName
Member Name: JOHN MEMBER	Employer Name: TEXT FOR PREVIEW ONLY	Telephone: 619-123-4567
Copayments: PCP \$25 SPC \$40 UC \$45 ER \$175 RX \$20/\$50/\$90		
DME Deductible: \$250	Scripps Health Plan Customer Service	
Maximum Out-Of-Pocket:	Telephone: 1-844-337-3700	
Medical: \$1500 individual/\$3000 family	Magellan Healthcare	
Pharmacy: \$2500 individual/\$5000 family	Telephone: 1-866-272-4084	

Key Information

- Effective Date: April 1, 2026
- Carelon Customer Service: 844-571-1642 (*line opens April 1*)
- Provider
Directory: <https://www.carelonbehavioralhealthca.com/find-a-provider>

Changing Your PCP or Medical Group

You may change your PCP or medical group at any time by contacting Scripps Health Plan Customer Service. Changes are usually effective the first of the month after your request. If you change medical groups, existing authorizations do not transfer, and new referrals may be required. Changes during active treatment may be delayed to protect continuity of care.

Newborn Coverage

Newborns are covered under the mother's medical group for the first month after birth (or longer if hospitalized). Initial pediatric visits must be with providers in the mother's medical group. To choose a different PCP or medical group, contact Scripps Health Plan Customer Service before services are received. Changes take effect the first of the month following birth or hospital discharge.

Updating Your Dependent's Information

If your dependents have a different address or phone number than you, be sure to update their information with **Scripps HR** so it's accurate in Epic. As the subscriber, you can update your dependent's address and phone number through the **Scripps Benefits Portal** at <https://benefits.scripps.org> under **View Benefits**.

Coordination of Benefits

If you or your dependents have other medical coverage, please complete the [Coordination of Benefits \(COB\) form](#) to ensure claims are paid correctly. This information is required by state and federal law and should be updated **annually**. Forms can be submitted [online](#) or [returned by mail or fax](#)



Health and Wellness

Enjoy **\$0-cost preventive care** with in-network providers, including annual checkups, screenings, immunizations, and lab work. Members also have access to wellness tools and resources that support physical and mental well-being.

- Participate in [Scripps Wellness Program](#) to earn rewards—employees who reach **100 points** may qualify for a reduced medical premium next year
- Access [Scripps Health & Wellness Articles](#) and the [Wellness Solution Library](#)

Talk to your provider about which preventive services are right for you based on your age, health history, and risk factors.



Health Risk Assessment

The [HRA](#) is a short questionnaire that helps connect you to preventive care, wellness programs, and support for ongoing health needs.

Submit by fax: 858-260-5834 **Or mail:** 10790 Rancho Bernardo Road, Attn: Case Management 4S-300, San Diego, CA 92127

Care Management & Disease Support

Scripps Health Plan offers **no-cost, voluntary Care Management** to help you navigate your health needs. Our care managers work with you and your providers to create a personalized care plan and connect you with helpful resources complementing the care you receive from your doctors.

We also offer specific support through programs such as the **Scripps Advanced Care Clinic, Diabetes Program, and Palliative Care.**

Referrals welcome from anyone, including members and caregivers.

✉ shpscmmreferrals@scrippshealth.org

☎ 888-399-5678

📠 858-260-5834

Behavioral Health Services

Your mental health matters. Effective **April 1, 2026**, Scripps Health Plan partners with **Carelon Behavioral Health** for no-referral mental health and substance use services. Many former Magellan providers remain in network.

Covered services include:

- Crisis and inpatient psychiatric care
- Therapy and psychiatry
- Substance use treatment
- Maternal mental health support

Crisis services do not require prior authorization and care is coordinated with your PCP. Questions before April 1, 2026? Contact **Magellan** at **866-272-4084** or visit member.magellanhealthcare.com.

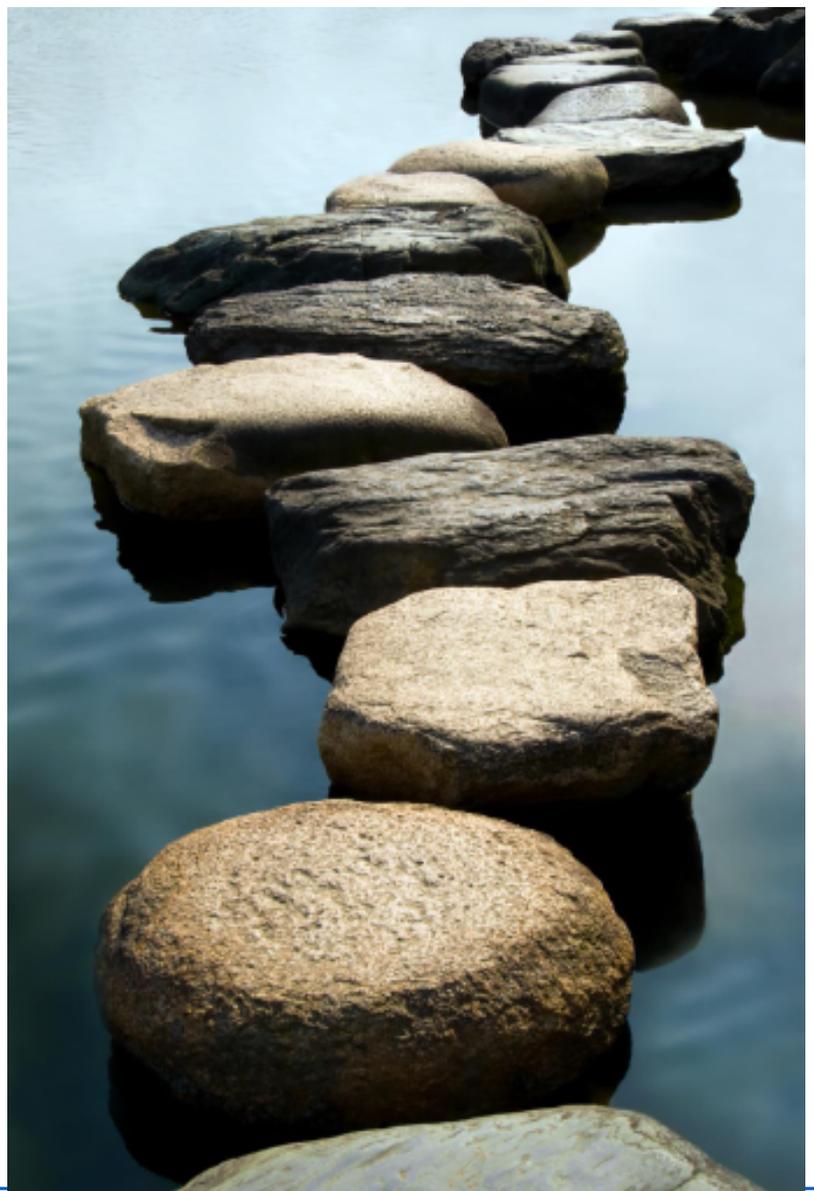
Support After Sexual Assault

Confidential support is available **without a police report**. Members may receive up to **9 months** of medical, surgical, and mental health care at **no cost**. If in-network care isn't available, help will be provided to access care outside the network at no additional cost.

 **888-399-5678**

 Message us in **MyScripps**

 **shpsccmreferrals@scrippshealth.org**



Accessing Care & Referrals

Your PCP coordinates your care and provides referrals and required authorizations within your medical group. Services outside your PCP's medical group require **prior authorization**. Care received without the required referral or authorization is **not covered**, and you may be responsible for the full cost.



Scripps Health Express: Same-day care for minor illnesses.

Urgent Care: For non-emergency but more serious concerns—contact your PCP or medical group for in-network options.

Virtual Care: 24/7 medical and behavioral health visits with Doctor on Demand, plus additional Scripps video visit options for some members. Learn more at [scripps.org/virtual care](https://scripps.org/virtual-care).



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

Some great features are available in MyScripps:

- Schedule appointments with Scripps providers
- Connect with your Scripps providers by e-visits and video visits
- E-Check in for your upcoming appointments with Scripps providers
- Communicate with your Scripps providers and request prescription refills
- View your billing statements and pay bills
- View your Scripps Health Plan insurance ID card via the mobile app
- View/Print your Scripps Health Plan insurance ID card via the desktop app
- View and print your insurance Explanation of Benefits (EOBs)

Pharmacy

Seasonal Flu & Covid -19 Vaccine Reminder

Seasonal influenza and COVID-19 Vaccines are covered at your local, in-network pharmacies for \$0 copay.

Zero Dollar Copay List:

The Affordable Care Act (ACA) provides in-network preventive benefits with no out of pocket costs to members. The current list of Essential Health Benefit Zero Copay Drug(s) are available on our health plan website. [CLICK HERE FOR CURRENT ZERO COPAY DRUG LIST](#) (also available on plan website)

Pharmacy Network

Prescription drug coverage is provided to you at in-network pharmacies. [CLICK HERE FOR IN-NETWORK PHARMACY LOCATOR](#) (also available on plan website)

Drug Recalls:

Medication(s) are often recalled from the market due to safety considerations. Please refer to the U.S. FDA website for up-to-date market recalls [CLICK HERE FOR FDA RECALL WEBSITE](#) (also available on plan website)

Download the app today!

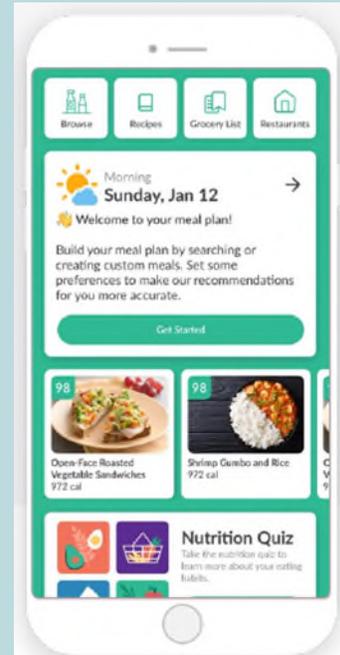
Available for iOS and Android. Scan the QR code to download and then register using the information as it appears on your prescription benefit member ID card including your name, date of birth, member ID number, and RxGrp number.



MedImpact Offerings

New!

- **MedEmpower Fuel**
- **Nutrition and Wellness App**



Personalized nutrition.

Simple and personal meal planning to help you lose weight and manage your overall health.

Scripps | Scripps Health Plan

Card Issued Date: 10/14/2021 Network Type: HMO
Subscriber Name: JOHN SUBSCRIBER Plan Group ID: 1041000011 Benefit Plan ID: 9000000012
Member ID: 10123456702
Member Name: JOHN MEMBER
Employer Name: JOHN MEMBER
Primary Care Physician: PCP LongName
Telephone: 619-123-4567
Copayments: PCP \$25 SPC \$40 UC \$45 ER \$175 RX \$20/\$50/\$90
DME Deductible: \$250
Maximum Out-Of-Pocket: \$1500 individual/\$3000 family
Pharmacy: \$2500 individual/\$5000 family

Member ID Number

RX Group Number

Scripps Health Plan Customer Service: 1-844-237-3700 or TTY at 1-888-615-4805
Monday through Friday 9:00 am to 5:00 pm PST
www.ScrippsHealthPlan.com
Pharmacy Services: MedImpact - 1-844-237-3700 www.MedImpact.com
800-591-8891 800-591-8891 800-591-8891
Chiropractic and Acupuncture Services: American Specialty Health Plans of California, Inc. 1-800-678-8133
www.asht.com/medscripps Contact American Specialty Health (ASH) directly for assistance with chiropractic and acupuncture services, coverage and available in-network providers.
Behavioral Health Services: Magellan Healthcare, Inc. 1-888-272-4388
member.magellanhealthcare.com Contact Magellan Healthcare, Inc. directly for assistance with mental health services, coverage, and available in-network providers.
Covered Services: Scripps Health Plan requires all care to be provided by in-network providers except authorized and emergency services. You can receive specialty services through a referral from your PCP. Your PCP is responsible for coordinating all your health care needs and can best direct you to qualified specialty services.
Emergency Services / Urgent Care Services: In the event of an emergency, call 911 or go to the nearest hospital. Emergency Services are covered without prior authorization. For urgent care services, contact your primary care physician for assistance or call Scripps Health Plan.

MedEmpower Fuel is included with your pharmacy benefits and available to you at no cost through your pharmacy benefit manager, MedImpact.

How to File a Grievance or Request an Appeal

At Scripps Health Plan, your satisfaction is our priority, but we understand that concerns may arise. If you are dissatisfied with your care, a decision made by the plan, or have other concerns, you have the right to file an appeal or grievance. Appeals and grievances can address issues such as denied services, quality of care, provider timeliness, billing concerns, or coverage decisions.

Filing an Appeal or Grievance:

You may file verbally, electronically, via fax, or in writing. Contact **Scripps Health Plan Customer Service** at **844-337-3700** (TTY: **888-515-4065**) for assistance. You can also complete and submit a grievance form online at <https://www.scrippshealthplan.com/appeals-and-grievances>, or mail/fax it to:

Scripps Health Plan
Attention: Appeals & Grievances
Mail Drop: 4S-300
10790 Rancho Bernardo Road
San Diego, CA 92127
Fax: 858-260-5879

We will acknowledge your grievance within 5 days and provide a final decision within 30 days. For urgent issues where a delay may threaten your health, you can request an expedited review, which will be resolved within 3 days.

For additional assistance, you may contact the **California Department of Managed Health Care (DMHC)** at **1-888-466-2219** or visit www.dmhc.ca.gov for complaint forms and Independent Medical Review (IMR) information.

Your feedback is important to us and helps us ensure high-quality, compassionate care for all members.

Annual Notice Reminders

Visit www.scrippshealthplan.com to review your [Member Welcome Guide](#), [Evidence of Coverage](#), [Summary of Benefits and Coverage](#), and [Notice of Privacy Practices](#). These documents explain your benefits, coverage, and privacy rights and can be viewed or downloaded anytime under **I'm a Member page and Benefit Information & Forms** section.

If you have questions, call **Scripps Health Plan Customer Service** at **1-844-337-3700** (TTY **1-888-515-4065**), Monday–Friday, **8 a.m.–5 p.m. PST**.



IMPORTANT MEMBER INFORMATION

Evidence of coverage changes

We regularly review and update your plan Evidence of Coverage document to ensure it is compliant with regulatory requirements and to clarify the language in the document to make it more user friendly. The newly posted Evidence of Coverage includes the following changes: [Evidence of Coverage](#)

Category	Description of Change
Copayments	Copayment amounts were updated for certain medical services, including primary care, specialist, urgent care, emergency services, and outpatient behavioral health visits.
Prescription Drug Cost Sharing	Prescription drug cost-sharing amounts and annual out-of-pocket maximums were updated, including retail, mail-order, and specialty medications.
HIV Prevention Services	Added and clarified coverage for HIV prophylaxis services, including preventive treatment when medically appropriate.
Infertility Services	Coverage requirements for infertility treatment services were updated, including prior authorization and cost-sharing.

Gym Membership Program

Join a gym, save money and get fit with – Active&Fit Direct

Scripps Health Plan members can enjoy access to 9,000+ fitness centers and YMCAs nationwide at a discounted rate through the Active&Fit Direct® program. Members can switch gyms anytime to find the right fit, and many locations offer a free guest pass to try before enrolling.

Additional benefits include online fitness tracking with Active&Fit Connected, Free On-Demand workout videos, 1:1 Well-Being Coaching, plus easy enrollment and a mobile-friendly directory at ActiveandFitDirect.com

\$28 ENROLLMENT FEE WAIVED THROUGH FEBRUARY 28, 2026. PROMO CODE - MAKEYOURMOVE



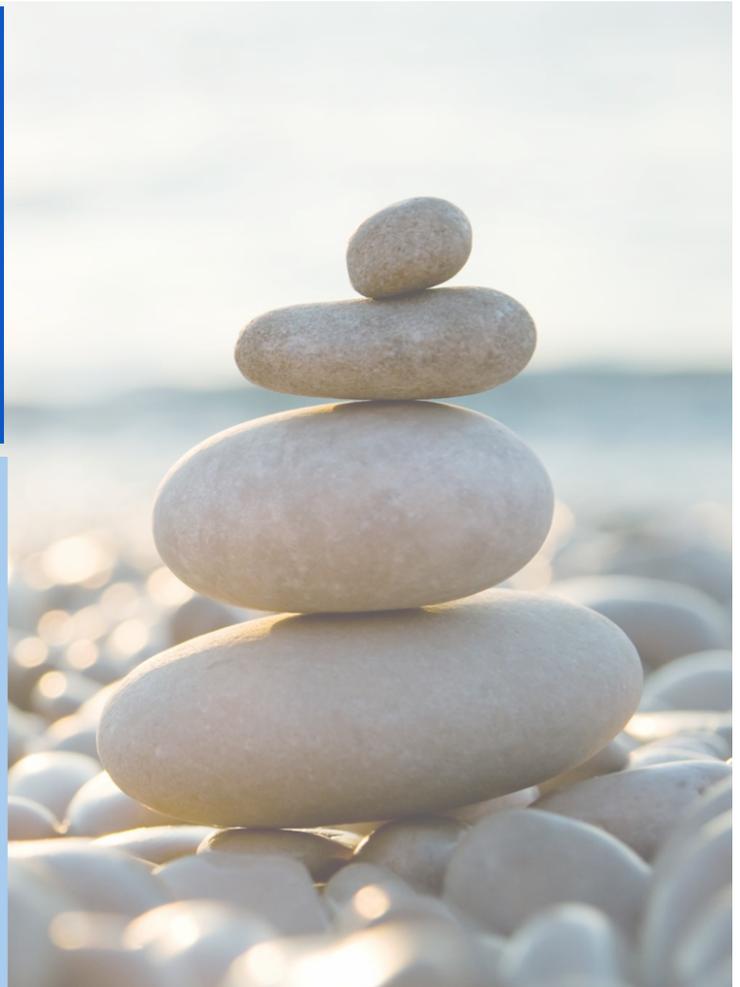
Stay in touch with Scripps Health Plan
Need help? Or Just Have a question?

Customer Service
1-844-337-3700
TTY: 1-888-515-4065
8a.m. to 5p.m. Monday-Friday
customerservice@scrippshealth.org
www.scrippshealthplan.com

Prescription Drug Coverage
MedImpact Customer Service
844-282-5343

Acupuncture and Chiropractic Coverage
American Specialty Health Plans of California,
Inc. Customer Service
800-678-9133

Mental Health and Substance Abuse Services
Magellan Healthcare, Inc.
866-272-4084



OBSERVED HOLIDAYS

Scripps Health Plan will be closed on the following holidays in 2026

Thursday, January 1 – New Year’s Day
Monday, January 19 – Martin Luther King Jr. Day
Monday, May 25 – Memorial Day
Friday, July 3 – Independence Day (Observed)
Saturday, July 4 – Independence Day
Monday, September 7 – Labor Day
Thursday, November 26 – Thanksgiving Day
Friday, November 27 – Day After Thanksgiving
Friday, December 25 – Christmas Day