

Scripps Health Plan Member Newsletter

2026 - SECOND QUARTER EDITION

Need Help?

★ What's New

- New Digital Wallet Insurance ID card launched
- Updated ID cards were mailed
- Behavioral health services transitioned to Carelon as of April 1, 2026

☑ Health and Wellness

- Preventative Screenings
- Beat the Heat
- May is Mental Health Awareness Month
- Gym membership discounts

☑ Know Where to Go for Care

- Accessing care when you are away from home

📌 Member Information

- [Evidence of Coverage](#)
- [California Data Exchange](#)

Scripps Health Plan Customer Service is here to answer your questions.

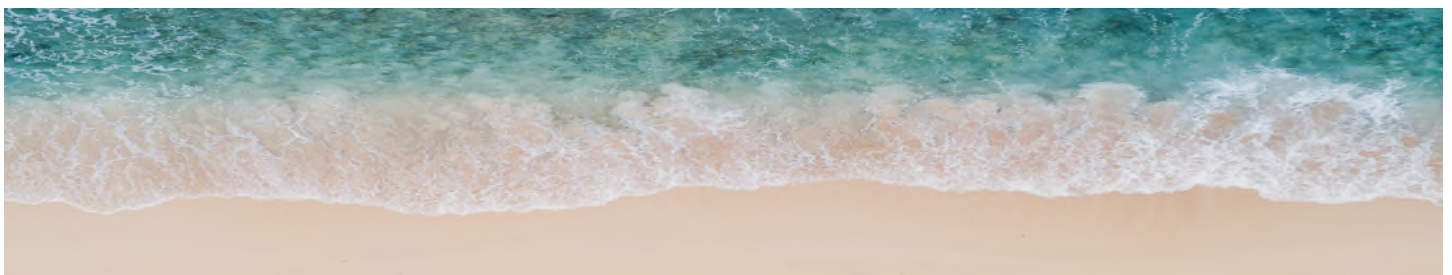
Have a benefit question, want to change your PCP or need help with any health plan questions or concerns? Call or email our specialized Customer Service Team. **Mon–Fri, 8 a.m.–5 p.m. PST**

1-844-337-3700

TTY: 1-888-515-4065

customerservice@scrippshealth.org

www.scrippshealthplan.com



2026 Behavioral Health Benefits Changes and Substance Use Disorder Services

Effective April 1, 2026 SHP has transitioned from **Magellan Healthcare** to **Carelon Behavioral Health**.

What it Means for You

- Access to a broad network of mental health providers
- Current authorizations and treatment plans will be honored

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

Carelon Customer Service: 844-571-1642 or visit carelonbh.com/shp



New ID Cards

New ID cards were mailed to HMO members in late March due to change in Behavioral Health and Substance Use Disorder vendor to Carelon.

- Please confirm your new card has the correct PCP. If the PCP is not accurate contact Customer Service
- Share your new card with behavioral health providers
- 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**

Add Your ID Card to Apple Wallet

Members with an iPhone can now save their ID card directly to Apple Wallet for easy access on the go.

To add your card:

1. Open the **MyScripps app**
2. Select **Menu**
3. Tap **Insurance ID Cards**
4. Choose **Add to Apple Wallet**

Once added, you can access your ID card directly from your Apple Wallet and use your pass details to easily view your member ID card information right from your phone.

California Data Exchange Framework: Your Right to Opt Out

Scripps Health Plan participates in California's **Data Exchange Framework (DxF)**, a statewide initiative that helps providers securely access your health information to better coordinate your care. Through a state-certified **Qualified Health Information Organization (QHIO)**, we may share your claims and encounter data with participating health and social-service providers to support safe, connected, whole-person care.

Participation is optional, and you may opt out at any time. The DxF consent policies allow individuals to choose not to share their information through the exchange.

What happens if you opt out?

Your providers can still coordinate your care, but they'll rely on traditional methods such as phone, fax, or mail.

How to opt out

- **Call:** 844-337-3700
- **Email:** customerservice@scrippshealth.org

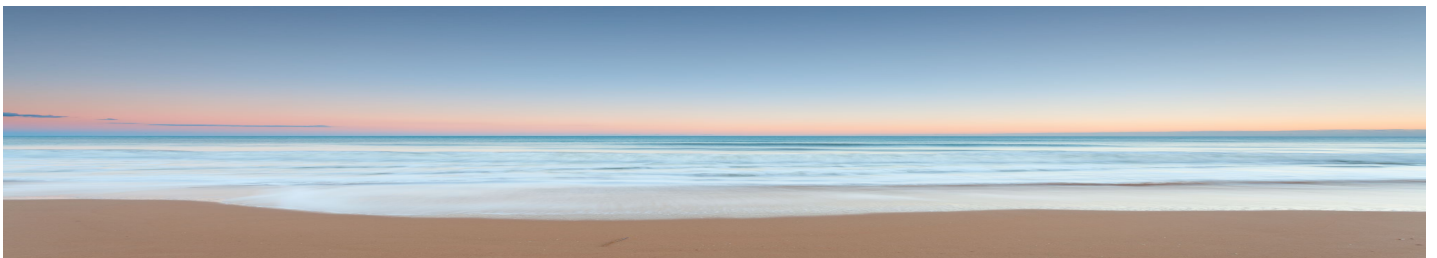
Include your name, member ID, and "QHIO Opt-Out" in the subject line.

To learn more, visit the California DxF website: <https://dxf.chhs.ca.gov/>

Evidence of Coverage

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. View the most current copy here:

[Evidence of Coverage](#)



Out Of Area Care

If you're away from home: such as on vacation or attending school, you still have convenient options to access care. For routine or non-urgent needs in California, you can request an on demand telehealth visit or schedule telehealth visits with your Scripps provider. If you are outside of California or unable to find an on demand telehealth visit that meets your needs you can utilize Doctor on Demand. If you need in-person care, you may visit the nearest urgent care for minor illnesses or injuries, or nearest emergency room for serious or life-threatening conditions when you're out of the area. These options help ensure you can get timely care wherever you are.



Virtual Care: Scripps video visit options for members who are part of Scripps medical groups. [Get Care Now - Convenient Telemedicine Options - Scripps Health](#) or access options through your MyScripps Portal.



Doctor On Demand: 24/7 treatment online for 90% of common ER complaints, from common colds to uncommon rashes. Plus, you can book an online therapy or psychiatry visit when and where you're comfortable

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



Learn more.
doctorondemand.com/scripps

Stay Healthy with Preventive Screenings

Preventive screenings can catch serious conditions early—often before symptoms appear. Your primary care doctor can recommend the right tests based on your age, history and risk factors.

Key screenings to stay on top of:

- **Colorectal cancer:** Colonoscopy starting at age 45, or earlier with risk factors.
- **Blood pressure:** Detects hypertension early to prevent organ damage.
- **Cervical cancer:** Pap and HPV tests find cell changes before cancer develops.
- **Breast cancer:** Mammograms starting at age 40 can detect cancer years before a lump is felt.
- **Diabetes:** A1C tests track blood sugar control.
- **Diabetic retinal exam:** Finds early eye damage from diabetes to protect vision.

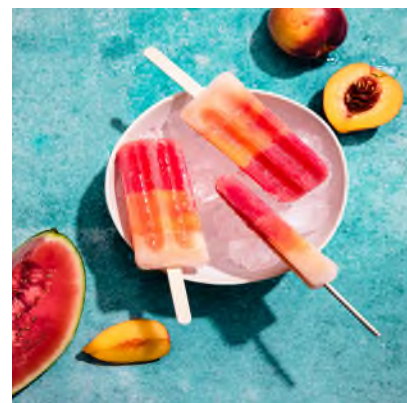
How to get screened: Schedule screenings through your primary care provider or directly in the My Scripps app, where you can review your screening history and book appointments.

[Preventive Screenings that Could Save Your Life - Scripps Health](#)

Beat the Heat: Stay Safe This Summer

San Diego may be known for great weather, but extreme heat can still pose serious health risks. Remember to stay cool and hydrated by drinking plenty of water, wearing lightweight clothing, and taking breaks in air-conditioned spaces. Check on children, older adults, and anyone without access to cooling—and learn the early signs of heat-related illness so you can act quickly. A few simple steps can help keep you and your family healthy all season long.

[Stay Safe This Summer](#)



MAY IS

MENTAL HEALTH

AWARENESS MONTH



3 NEW

PODCASTS
carelon
Behavioral Health

This 3-part series explores what mental health really means, how stress and overwhelm show up in daily life, and how to move beyond simply getting by. Together, these videos offer practical tools and fresh perspectives to help you build awareness, restore balance, and respond to life's challenges in a healthier, more intentional way.



What Do We Mean When We Say Mental Health

with Michelle Niehuse

We say it all the time — “take care of your mental health,” “that’s not good for my mental health” — but what do we actually mean? In our first episode, we slow down and unpack the language itself: where it comes from, what it signals, and why the words we choose matter more than we think.



Overwhelmed But Still Functioning

with John Ebron

What does it look like when you’re doing everything “right” on the outside—but internally, your system is overloaded? In this episode, we unpack the difference between overwhelm and trauma, and why many people today are functioning while carrying more than their nervous system is designed to handle. You’ll learn how stress shows up physically before emotionally, why pushing through can backfire, and how small, practical resets can help restore balance



Just Surviving Is Not the Goal: Raising the Bar After Triggers & Trauma

with Mark Ziegenbein

In this episode, we explore how to move beyond just “getting through the day” by responding to stress, triggers, and trauma with intention. Instead of reacting automatically, we focus on creating safety and responding to what’s actually happening. You’ll learn how expectations, perception, and preparedness shape your experience—and how to build the awareness and skills to navigate life with more support.



[CLICK HERE](#)

FOR A



SNEAK PEEK

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



Fitness on the Fly: Healthy Habits for Busy Summer Schedules

- Wednesday, June 10th 2-3pm ET/ 1-2pm CT/ 11-12pm PT
- Hosted by: Marla Peirce, Clinical Health Coach, Certified Personal Trainer, Registered Nurse, Triathlete
- Register here: [Active&Fit Direct Webinar - June 2026](#)

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](tel:844-282-5343)

Acupuncture and Chiropractic Coverage
American Specialty Health Plans of California,
Inc. Customer Service

[800-678-9133](tel:800-678-9133)

Mental Health and Substance Abuse Services
Carelton

[844-571-1642](tel:844-571-1642)

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

Appeals & Grievances: Know Your Rights

Your satisfaction matters to us. If you're unhappy with your care, a coverage decision, or any other aspect of your Scripps Health Plan experience, you have the right to file an appeal or grievance. Concerns may include access to care, denied or delayed services, quality of care, billing issues, or coverage changes. You can submit an appeal or grievance by phone, online, mail, or fax, and will receive timely acknowledgment and a written decision. Expedited reviews are available when health or safety may be at risk. For details on how to file and next steps, contact Customer Service at **844-337-3700** or visit our website [Grievance and Appeal Process for Members - Scripps Health Plan](#)

Grievance and Appeal Process for Members - Scripps Health Plan

Scripps Health Plan HMO members can file a grievance or request an expedited appeal.