



## Key Contact Information for Scripps Custom Provider Network

PROVIDER SERVICES	SERVICES ON OR AFTER JANUARY 1, 2009 AETNA	SERVICES PRIOR TO JANUARY 1, 2009 SCHALLER ANDERSON
Behavioral Health	(866) 691-2734	(800) 234-7222
Claims	(800) 632-3862	(888) 897-4988
Eligibility	(800) 632-3862	(888) 897-4988
Member Services	(866) 691-2734	(888) 897-4988
Prior Authorization	(888) 632-3862	(888) 897-4988
Provider Contracting	(858) 565-0949	(858) 565-0949
Provider Grievances	(800) 632-3862	(888) 897-4988
Web sites	<a href="http://www.aetna.com/provider">www.aetna.com/provider</a> <a href="http://www.aetna.com/docfind/home.do?site_id=scripps">www.aetna.com/docfind/home.do?site_id=scripps</a>	<a href="http://www.myscrippshealthplan.com">www.myscrippshealthplan.com</a>

## SAMPLE SCRIPPS ID CARDS Effective January 1, 2009

SCRIPPS MEDICAL PLANS  
PREMIER EPO PLAN

OPEN ACCESS AETNA SELECT<sup>SM</sup>

GRP: 476609-010-00001

ID 9476 60901-01  
MEMBER NAME

MEMBER SERVICES      1-866-691-2734

PROVIDERS CALL      1-888-632-3862

PAYOR NUMBER 60054 0105

PCP \$ 10.00

SPC \$ 30.00

ER \$ 150.00

UC \$ 35.00

www.MyScrippsHealthPlan.com

For Informed Health Line call: (800) 556-1555  
For Behavioral Health Coverage call: (866) 691-2734

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Vision Services: MESVision - (800) 877-6372  
Chiropractic/Acupuncture: American Specialty Health (ASH) - (800) 678-9133  
Pharmacy: Impact - (800) 788-2949  
BIN# 003585 and PCN# 56238  
These vendors and products are not affiliated with, sponsored by, or administered by Aetna.

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**REFERRALS ARE NOT REQUIRED**  
For services that require precertification, call the number on the front of this card. In an emergency, call the local hotline (ie. 911) or go to the nearest emergency facility. Notify Member Services promptly after treatment. While coverage is in force, members are entitled to plan benefits, subject to exclusions and limitations. For eligibility/benefit information, call Member Services.

Plan administered by Aetna Life Insurance Co.  
This card does not guarantee coverage.

**WE RECOMMEND YOU USE A PRIMARY CARE DOCTOR TO COORDINATE YOUR CARE**  
Submit medical and behavioral health claims to:

Aetna  
PO BOX 14079  
Lexington, KY 40512-4079      OA 8002-01/09

A1015Z

SCRIPPS MEDICAL PLANS  
NON-EPO PLAN

CHOICE POS II

GRP: 476609-014-00001

ID 9476 60903-01  
MEMBER NAME

MEMBER SERVICES      1-866-691-2734

PROVIDERS CALL      1-888-632-3862

PAYOR NUMBER 60054 0105

www.MyScrippsHealthPlan.com

Tier 1 Scripps Custom Network – Ded. \$100, PCP 80%, Hospital Inpatient 100%, ER 80%  
Tier 2 Aetna CH POS II Network – Ded. \$400, PCP 60%, Hospital Inpatient 60%, ER 80%  
For Informed Health Line call: (800) 556-1555  
For Behavioral Health Coverage call: (866) 691-2734

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Vision Services: MESVision - (800) 877-6372  
Pharmacy: Impact - (800) 788-2949  
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