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November 2008

Dear Health Care Professional:

As you may be aware, in August 2007 Schaller Anderson of California was acquired by Aetna. As a result, Aetna will begin administering the Scripps Medical Plans – health benefits plans for the employees of Scripps Health -- beginning January 1, 2009.

Attached is information about some important changes that will be occurring as a result of this transition.

- An image of the **new member identification cards**. The new card includes contact information for a new pharmacy benefits manager.
- Key contact information including **telephone numbers** for various services based on when those services are scheduled.

### **Aetna Precertification List**

Effective January 1, 2009, Aetna's precertification list will replace the Scripps Medical Plans prior authorization list. The Aetna list has more focused requirements than the Scripps list. It will be available at [www.aetna.com/provider/data/2009\\_precert\\_list.pdf](http://www.aetna.com/provider/data/2009_precert_list.pdf) as of January 1, 2009.

Please note that these changes will not impact how you currently interact with your Scripps Medical Plan patients. Members of the Scripps Medical Plans can continue to see you as a participating provider, and your contracted rates with Scripps Medical Plans will not change.

### **Electronic transactions**

With this change, we will be phasing out use of the Scripps Medical Plans provider portal. Therefore, you will need to begin performing transactions -- such as filing claims and checking eligibility -- through Aetna's secure provider website via NaviNet®. We encourage you to start using our website by January 1, 2009, although you will be able to use the Scripps portal for an additional period of time.

Our provider website is accessible to any physician office or facility, whether or not you are contracted with Aetna. All physician offices and other facilities must first register with NaviNet to use its functions. There are two options available for registration:

- Go to [www.aetna.com/provider.tour](http://www.aetna.com/provider.tour), view the on-line demonstration video, and then register once the video is finished.
- Or, call NaviNet at: 1-888-400-3549 for help with the registration process.

### **Where to call with questions**

For questions about claims, eligibility and prior authorization, refer to the attached grid. For questions about your provider agreement, call Dominic Weiler at 858-565-0949. Thank you for your continued participation with Scripps.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Hirsch".

Kevin Hirsch, M.D.  
Associate Medical Director  
Scripps Medical Plans

Attachment