

2023 COVERED CALIFORNIA FAQs

Stanford Health Care

Effective 01/01/2023

1. Is Covered California the same as MediCal?

No.

2. Is Covered California a health plan?

No. Covered California (aka the Exchange) is an online marketplace where people can shop, compare and purchase health insurance for individuals, families and small business

3. Is there a health plan offered through Covered California that you recommend?

The needs of each individual seeking insurance coverage are unique. You should contact a Covered California representative at 1-800-300-1506 or go to their website www.coveredca.com for more information specific to you or your family.

4. Is Stanford Health Care contracted with any Individual and Family Plans available for purchase on the Covered California Exchange for hospital services?

Stanford Hospital is contracted with the following Covered California plans:

- Valley Health Plan HMO (*referral and authorization required for all services at SHC*)
- Blue Shield Trio HMO (*assigned medical group must refer and authorize all services at SHC*)

Note: Stanford Health Care – Tri-Valley hospital’s participation in Covered California is not the same as Stanford Health Care. If you are a Stanford Health Care-[Tri-Valley](#) patient, visit [Stanford Health Care-Tri-Valley](#)

5. Is Stanford Health Care contracted with any Individual and Family Plans available for purchase on the Covered California Exchange for physician services?

Stanford Health Care physicians are contracted with the following plan:

- Valley Health Plan HMO (*referral and authorization required for all specialist services at SHC. SHC Primary Care Physicians are not considered in-network*)
- Blue Shield Trio HMO (*assigned medical group: Hill Physicians or SCCIPA Medical Network, must refer and authorize all specialist services at SHC*)

Note: Stanford Health Care – University HealthCare Alliance (dba Stanford Medicine Partners) physicians’ participation in Covered California plans are not the same as Stanford Health Care physicians. [Stanford Medicine Partners website](#)

6. Is Stanford Health Care contracted with any Individual and Family Plans that are available for purchase outside of the Covered California Exchange for hospital and physician services?

No.

7. I come to Stanford Health Care for transplant related services, which plans include Stanford Health Care as in-network?

SHC and its transplant Physicians are contracted with the following Covered California plans on and off the Exchange for **all transplant related services including pre and post care**:

- Anthem Blue Cross EPO

SHC and its transplant Physicians are contracted with the following Covered California plans on and off the Exchange for **inpatient transplant services only**:

- Blue Shield PPO
- Blue Shield Trio HMO

8. I purchased an Anthem Blue Cross EPO plan (Pathway/Pathway X) through Covered California. Is my plan accepted at Stanford Health Care?

No, Stanford Health Care is not in-network with Anthem's Covered California Individual and Family EPO plan products. For Anthem Blue Cross Pathway/Pathway X plans, all hospital and physician services at Stanford Health Care would be considered out-of-network.

9. I purchased a Blue Shield plan through Covered California. Is my plan accepted at Stanford Health Care?

Stanford Hospital is in-network with the Blue Shield **Trio** HMO plan. All physician services must be authorized by the member's assigned medical group/IPA. Neither Stanford Hospital nor Stanford Health Care physicians are in-network with Blue Shield Individual and Family PPO plans.

10. I purchased an Individual and Family plan directly ("off the exchange") from Anthem Blue Cross or Blue Shield. Are these plans accepted by Stanford Health Care?

No, Individual and Family Blue Shield PPO and Anthem Blue Cross EPO plans purchased directly from the health plan access the same provider network as the products offered on the Covered California Exchange.

11. I purchased a Valley Health Plan HMO product through Covered California. Is my plan accepted at Stanford Health Care?

Yes, both Stanford Hospital and Stanford Health Care Specialists are in-network with Valley Health Plan HMO product for specialty services only. Stanford Health Care physicians cannot be selected as your Primary Care Physician (PCP) for the Valley Health Plan HMO Covered California product. All specialist services require a referral and authorization.

12. I purchased a health plan through Covered California which is not mentioned in one of the other FAQ's. Is my plan accepted at Stanford Health Care?

Stanford Health Care is likely considered out-of-network with your plan, but we encourage you to call the member service telephone number on your insurance card to confirm.

13. I have a Covered California Small Business Plan (formerly known as SHOP.) Is my plan accepted at Stanford Health Care?

Both Stanford Hospital and Stanford Health Care physicians are considered in-network with the Blue Shield PPO/ HMO (specialty services only) and Health Net PPO **SHOP** plans.

14. Is Stanford Health Care contracted with any Small Business Plans that are available for purchase, outside of the Covered California Exchange for hospital and physician services?

No.

15. I have a Blue Shield of California group plan offered through my employer. Is this plan accepted by Stanford Health Care?

It's likely your plan includes Stanford Health Care and its physicians as in-network but we encourage you to call the member service telephone number on your insurance card to confirm. You should also ask if the services you are seeking are considered a covered benefit, as not all procedures are covered by health plans. (cosmetic, experimental, etc.)

16. I have an Anthem Blue Cross of California group plan offered through my employer. Is this plan accepted by Stanford Health Care?

It's likely your plan includes Stanford Health Care and its physicians as in-network but we encourage you to call the member service telephone number on your insurance card to confirm. You should also ask if the services you are seeking are considered a covered benefit, as not all procedures are covered by health plans. (cosmetic, experimental, etc.)

17. I signed up for a Covered California plan that does not include my doctor as in-network, can I switch my plan?

In previous years, Covered California has allowed members to switch their plan before the end of enrollment deadline. The deadline for enrollment this year is **1/31/23**. Please contact Covered California at <http://www.coveredca.com>, (800) 300-1506) or a broker to inquire about switching health plans.

18. I have been coming to Stanford Health Care for treatment before 1/1/2023 and now my new Covered California plan is not accepted here, what should I do?

We encourage you to review your health care insurance policy on provisions for "Continuity of Care" to see if you might qualify for continuing services for a limited period of time. In addition, your health plan should be able to advise you of your options.

Where can I go to get more information on Covered California? For more information on Covered California, you can visit the Covered California at <https://www.coveredca.com/support/contact-us/> or call a representative at 1-800-300-1506