

UCSF Outpatient Payer Matrix

Payer	Verification	Authorization	Notes
<i>Aetna</i>	Elig(HMO): (800) 624 0756 Elig(PPO): (800) 255 0550	Pt. Mgmt: (800) 245 1206 (# 2, #2)	Pre-cert is <u>not</u> needed if: 1)Patient is in network. 2)There is a valid referral. 3)There is <u>no</u> review requirement for the CPT-Code. <u>Note</u> : Aetna prefers the CPT-Code to be documented on the referral.
<i>Blue Cross</i>	Elig(HMO): (800) 677 6669 Elig(PPO): (800) 765 4446 <u>Note</u> : Automated System available from 1:30am - 12:30am PST	Auth: (800) 274 7767 Auth(HMO): While verifying benefits, obtain pt's. med group number to determine pre-cert telephone.	Pre-cert will depend upon the individual contract. Customer Service: (800) 888 8288 www.bluecrossca.com
<i>Blue Shield</i>	Elig: (800) 424 6521	Auth(HMO): (800) 444 0402 Auth(PPO): (800) 343 1691	<u>Note</u> : For CT, MRI and Bone Density pre-cert, call the National Imaging Association at (888) 642 2583. All other pre-cert done on a case by case basis. www.bluecares.com
<i>Brown & Toland</i>	Elig: (800) 225 5637 or 415/553-6588	Auth: (800) 225 5637	<u>Note</u> : Pre-cert <u>not</u> needed for MRI with M.D. referral. All other outpatient pre-cert done on a case by case basis. www.browncross.com
<i>Champus (Tri-Care & Healthnet Federal Services)</i>	Elig: (800) 242 6788 (#1)	Auth: (800) 242 6788 (#2)	Fax: (800) 937 6084 Pre-cert is done on a case by case basis. CPT code required. www.mytricare.com

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<i>Cigna</i>	Elig(HMO): (800) 722 6059 (#2, #2) Elig(PPO): (800) 832 3211 (#2, #2)	Auth(HMO): (800) 722 6059 (#2, #3) Auth(PPO): (800) 832 3211 (#2, #3)	Pre-cert is done on a case by case basis. www.cigna.com
<i>Delta IPA</i>	Elig: (209) 956 0282 Live Person	Auth: (209) 956 0282 (#4, #4)	Pre-cert is done on a case by case basis. www.deltaipa.com
<i>Great West Life / One Health</i>	Elig: (800) 663 8081 (#1, #2, #2)	Auth: (800) 663 8081 (#1, #2, #3)	Pre-cert is done on a case by case basis.
<i>Guardian Life Ins Co</i>	Elig: (800) 873 4542 (#2, #3)	Auth(PHCS): (800) 225 5548 (#2)	<u>Note</u> : Call Private Healthcare Systems(PHCS) for pre-cert. www.phcs.com
<i>Health Net</i>	Elig: (800) 641 7761 (#2)	Auth: (800) 641 7761 (#3, #0) <u>Note</u> : Call for initial ref #. Obtain auth via pt's. med group.	Fax: (800) 676 7969 www.healthnet.com
<i>Hill Phys Med Grp</i>	Elig:800/445-5747 (#3) or (925) 820 8300	Auth: (925) 820 8300	Fax: (925) 820 3556
<i>Kaiser</i>	Elig: (800) 390 3507	Outside Referral: (415) 833 2566 Member Services: (800) 464 4000	<u>Note</u> : Contact pt's. med group to determine pre-cert number. Referrals: Kaiser needs a prior referral for everything except ER. (A-F/T) Rhonda Magie 833 4792 (G-L) Jennifer Mui 833 4793 (M-S) Emma Bailey 833 4794 (U-Z) Tamara Ramsey 833 4511 Fax: 833 2657 www.kaiserpermanente.org

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<i>Lifeguard</i>	Elig: Not taking any calls effective 12/02 (use web site) For info 408/232-5100	Auth: (800) 505 2427 New prior auth (#2) Existing prior auth (#3)	www.lifeguard.com
<i>Perscare</i>	Elig: (800) 352 2238	Auth: (800) 352 2238	www.calpers.ca.gov
<i>Principal Life</i>	310/541-2242	See Notes	Depends upon employer. Obtain tel. from insurance card.
<i>Sutter Health</i>	800/470-0071- Would need to know which Med group the pt. Belongs	See Notes	Depends upon individual program. Obtain tel. from insurance card. Main Office: (916) 733 8800 www.sutterhealth.org
<i>Unicare Ins</i>	800/333-3959 (#2) General Number: (877) 864 2273	General Number: (877) 864 2273	Call 800 number on member ID card. www.unicare.com
<i>United Healthcare</i>	Provider Services: (800) 343 2608 (415) 546 3249	Provider Services: (800) 343 2608 (415) 546 3249	Pre-cert is done on a case by case basis.