



## University of Chicago Health Plan Provider Quick Reference Guide 2017

**Effective January 1, 2017, the University of Chicago Health Plan has contracted with Aetna to administer existing plan benefits for the University and Medical Center. As the new UCHP administrator, Aetna will provide customer service, medical management and claims processing services.**

- Members must choose a Primary Care Physician for provision of medical services and all patient care should be coordinated and managed through the PCP.
- The term “referral” will no longer be considered something requiring pre-certification (also known as prior authorization) from the health plan. A referral will ONLY refer to the need for a member to get approval from their PCP (and an order to be put in Epic) for a “referral” to a UCM and/or UCHP approved Specialist.
- The **ONLY** services that require pre-certification are those services outlined in the UCHP/Aetna Pre-Certification List. This includes:
  - Inpatient Stays/Observation Stays more than 24 hours
  - Specific Surgical Procedures
  - Any service that might be considered cosmetic
  - Electric or motorized wheelchairs and scooters
  - Ambulance
  - Home Health Care
  - Oxygen Therapy
  - Lower Limb Prosthetics
  - Proton Beam Radiotherapy
  - Home Infusion
  - BRCA Genetic Testing
  - All Out of UCM Network Services (Note – when requesting out of network approval, please inform Aetna if this is a request due to UCM access issue or if a UCM network deficiency)
  - Transplants
  - Specific Behavioral Health Services
  - Specific Pharmacy Medications (through CVS Specialty Drug Program)
  - **Refer to Pre-Certification List for Complete Details**
- Services that previously required health plan approval that **no longer** require you to receive prior approval from UCHP include but are not limited to:
  - Approval for consult to see UCM and/or UCHP approved specialists (tier one)
  - Standard DME (except for electric/motorized)
  - Most surgical procedures performed within UCM
  - Behavioral Health Services at UCM
- **All services rendered, regardless of need for pre-certification, must still be considered Covered Services in order to be paid by UCHP.**

IMPORTANT CONTACT INFORMATION		
<b>Provider Services: Dates of Service 1/1/17 forward</b>	(888) 632-3862 or online at <a href="https://connect.navinet.net">https://connect.navinet.net</a>	Benefits, Claims, Eligibility, Copayments, Grievance/Appeals, Pre-Certification Requests
<b>Provider Services: Dates of Service prior to 1/1/17</b>	UCHP Customer Service line at (773) 834-0900.	
<b>Website/Online Access</b>	<a href="http://uchp.uchicago.edu">http://uchp.uchicago.edu</a> -and- <a href="http://www.aetna.com">www.aetna.com</a>	Benefit information, health plan contact information, policies and procedures, key health plan details
<b>Pre-Certification /Utilization Management</b>	(888) 632-3862 or online at <a href="https://connect.navinet.net">https://connect.navinet.net</a>	Refer to UCHP Pre-Certification List for Requirements. <b>Note – in cases where pre-certification is not required, an order (approval for services entered into Epic by PCP) must still be issued in order for specialty care and outpatient services to be provided.</b>
	BRCA Genetic Testing Organ Transplants Infertility Pre-implantation Genetic Testing Pediatric Congenital Heart Surgery	(877) 794-8720 (877) 212-8811 (800) 575-5999 (800) 575-5999 (855) 888-9046 (SCPU)
<b>Pharmacy – CVS Specialty Drug Management Program</b>	(866) 814-5506 or online at eprescribe	
<b>Claim Submission:</b>	<b>Dates of Service 1/1/17 forward:</b> UCHP Claims Department c/o Aetna PO Box 981106 El Paso, TX 79998-1106 For Electronic Claims Submission Process go to <a href="http://www.Aetna.com">www.Aetna.com</a>	<b>Dates of Service prior to 1/1/17:</b> UCHP Claims Department 180 N. Harvester Drive; Suite 110 Burr Ridge, IL 60527

# UCHP SAMPLE ID CARDS

## University of Chicago Employer Group

**aetna**

THE UNIVERSITY OF CHICAGO  
HEALTH PLAN  
GRP: 285549-010-00001  
Issuer (80840) 9140860054  
**ID W2314 10998**  
NAME  
01 TEST ACCOUNT

**Aetna Select**

PCP: NO ELECTION

PCP	25.00
SPC	45.00
ER	125.00

UCHP

www.aetna.com PAYER NUMBER 60054 0778

You must choose a primary care physician (PCP). All care should be coordinated through your PCP. Your PCP's name is on the front of this card. See UCHP website to view benefits at www.uchp.uchicago.edu.

For emergency services, call 911 or go to the nearest emergency room. Contact your PCP after any ER visit. All follow-up care must be coordinated by your PCP unless otherwise authorized by your PCP or UCHP. This card does not guarantee coverage. Claims for emergency services will undergo medical review.

Pharmacy serviced through Caremark: 1-888-727-5574  
RXGRP (Carrier): RX3643 BIN: 004336 PCN: ADV  
ISSUER: 9151014609  
Pharmacy vendor is not administered by Aetna.  
Aetna Life Insurance Company  
P.O. BOX 981106  
EL PASO TX 79998-1106

---

**MEMBER SERVICES** 1-855-824-3632  
**PROVIDERS CALL** 1-888-632-3862

AT0010

## University of Chicago Medicine Center Employer Group

**aetna**

THE UNIVERSITY OF CHICAGO  
HEALTH PLAN  
GRP: 285557-010-00001  
Issuer (80840) 9140860054  
**ID W2314 11025**  
NAME  
01 TEST MEDCENTER

**Aetna Select**

PCP: NO ELECTION

PCP	15.00
SPC	25.00
ER	175.00

UCHP

www.aetna.com PAYER NUMBER 60054 0778

You must choose a primary care physician (PCP). All care should be coordinated through your PCP. Your PCP's name is on the front of this card. See UCHP website to view benefits at www.uchp.uchicago.edu.

For emergency services, call 911 or go to the nearest emergency room. Contact your PCP after any ER visit. All follow-up care must be coordinated by your PCP unless otherwise authorized by your PCP or UCHP. This card does not guarantee coverage. Claims for emergency services will undergo medical review.

Pharmacy serviced through Caremark: 1-888-727-5574  
RXGRP (Carrier): RX3643 BIN: 004336 PCN: ADV  
ISSUER: 9151014609  
Pharmacy vendor is not administered by Aetna.  
Aetna Life Insurance Company  
P.O. BOX 981106  
EL PASO TX 79998-1106

---

**MEMBER SERVICES** 1-855-824-3632  
**PROVIDERS CALL** 1-888-632-3862

AT0010