

Customer Legal Name	Ingalls EPO/UHP
Control Number	181136
Effective Date	7/1/2022

PLAN FEATURES	For Services Provided After July 1, 2022		For Services Provided Prior to July 1, 2022	
	Aetna UCHP Administration for DOS after 7/1/2022	Aetna and/or Ingalls EPO/UHP Contacts	IPG/Boncura Administration for DOS prior to 7/1/2022	Aetna and/or Ingalls EPO/UHP Contacts
Member Services	Aetna	855-824-3632	Aetna Boncura*	855-824-3632 844-509-4673
Provider Services	Aetna	888-632-3862	Aetna Boncura*	888-632-3862 844-509-4673
Eligibility verification	Aetna	https://www.aetna.com/health-care-professionals/resource-center/availability.html or call 855-824-3632	Aetna Boncura*	Aetna: https://connect.navinet.net or call 855-824-3632 Boncura: TapestryLink or call 844-509-4673
Claim Processing	Aetna will process all claims incurred after 7/1/22		*Boncura processed claims for all professional services for IPG contracted providers for DOS prior to 07/01/2022 Aetna processed claims for facility, infertility, DME, ER and behavioral health	
Claim Submission Address/Submitter ID	All claims incurred after 7/1/22 will be billed to Aetna to process on behalf of UCHP	Aetna PO Box 981106 El Paso, TX 79998-1106	Claims incurred prior to 7/1/22 and administered by Boncura*: Ingalls Provider Group P.O. Box 3358 Glen Ellyn, IL 60138 Availability Submitter ID: 66727	Claims Administered by Aetna: PO Box 981106 El Paso, TX 79998-1106
Claim Submission	Paper/Electronic to Aetna		Paper or electronic	Paper or Electronic
Primary Care Physician (PCP)	Required		Required	
Primary Care Physician Election	PCP elections will be made during open enrollment with Aetna, any changes post enrollment can be made by calling Aetna or through secure member portal	www.aetna.com/dse/custom/uchp	All IPG PCP elections were handled after enrollment through Boncura	www.aetna.com/dse/custom/uchp
Referrals	An order in EPIC is required to refer within UCM, Ingalls or Northshore	https://www.aetna.com/health-care-professionals/resource-center/availability.html	Required/Coordinated through Boncura	Requested via TapestryLink
Narrow Network (no direct access to Aetna Network)	Plan utilizes a narrow network: members only has access to UCM, Ingalls, IPG, UCPG, Northshore facilities and providers	www.aetna.com/dse/custom/uchp	Plan utilizes a narrow network: Ingalls EPO members only had access to IPG or Ingalls Hospital	www.aetna.com/dse/custom/uchp
Ancillary Network	Providers considered in network for services not available through UCM, Ingalls or Northshore can be found on the UCHP website.	https://uchp.uchicago.edu/providers	Boncura directed to ancillary providers	Requested via TapestryLink
Urgent Care and Walk in Clinic Access	Members can access only CVS retail minute clinics (no other Aetna walk in clinics) and a specific listing of urgent care facilities that are not affiliated with a hospital. Urgent care listing can be found on the UCHP provider directory	www.aetna.com/dse/custom/uchp	Prior to 7/1/2022 Ingalls EPO members only had access to Ingalls urgent care location.	
Network Deficiency Request	These are services that are not available through UCM, Ingalls, Northshore or the UCHP ancillary provider network. All care that needs to be referred out of the UCHP network should be coordinated by the primary care physician office by contacting Aetna to request a network deficiency and identify a provider in the Aetna network that can treat.	Contact Aetna precertification to request a network deficiency for services not available through the UCHP network	Boncura handled precert for all requests for network deficiency and identified provider to treat	Requested via TapestryLink
Case Management	Aetna medical management will take over case management		Boncura handled all case mgmt.	
Precertification	Aetna will begin handling Precertification for services rendered after 7/1/22	https://www.aetna.com/health-care-professionals/resource-center/availability.html	Boncura handled precertification	Requested via TapestryLink
Precertification list	Refer to Aetna precertification list	https://www.aetna.com/health-care-professionals/precertification/precertification-lists.html	Boncura managed precert list requirements	See <i>Ingalls Provider Group Pre-Certification List</i> for services requiring precertification prior to 07/01/2022
Concurrent Review	Aetna will handle Concurrent Review	888-632-3862	Boncura managed concurrent review	844-509-4673
Case Management	Aetna medical management will take over case management	888-632-3862	Boncura handled all case mgmt.	844-509-4673
Provider Reimbursement	Fee for Service		PCP - capitated Specialist - FFS	

Provider Information	Plan administration information can be found on the UCHP website https://uchp.uchicago.edu/providers		Provider information could be viewed on TapestryLink	TapestryLink
Pharmacy - Retail	CVS administers		CVS administers	
Pharmacy - Specialty	CVS administers		CVS administers	
Pharmacy - Specialty billed through Medical	Prior authorization is required through Aetna	855-888-9046	Prior authorization is required through Aetna	855-888-9046
Transplant	Aetna will continue to administer precert and case management for transplant. All transplants referred to University of Chicago Medical Center, if UCM cannot perform patient will be referred to an Aetna Institute of Excellence facility	877-212-8811	IPG directs to University of Chicago Medical Center only and Aetna authorizes services and Aetna transplant team follows	877-212-8811
Infertility	New Infertility patients should be referred to UCM Infertility providers for services. Any patient using an Aetna provider prior to 7/1/2022 that is not part of UCM will be allowed to continue through current treatment cycle	800-575-5999	IPG uses Aetna infertility network and Aetna handles prior authorization	800-575-5999
Behavioral Health	Ingalls EPO/UCHP plan members will continue to have access to the Aetna Behavioral Health network for continuity of care. Aetna processes claims	PCP/Members can also contact the University of Chicago BH intake center for a referral to a BH provider in the UCHP network. (773) 702-6199 or (773) 702-3858	IPG uses the Aetna Behavioral Health Network, Aetna processes BH claims	PCP/Members can also contact the University of Chicago BH intake center for a referral to a BH provider in the UCHP network. (773) 702-6199 or (773) 702-3858
DME	Will continue to use Aetna DME network for services not available at Ingalls or UCM.		IPG uses Aetna DME network	TapestryLink