### PLAN FEATURES

<table>
<thead>
<tr>
<th>For Services Provided After July 1, 2022</th>
<th>For Services Provided Prior to July 1, 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aetna UCHP Administration for DOS prior to 7/1/2022</strong></td>
<td><strong>Aetna UCHP Administration for DOS after 7/1/2022</strong></td>
</tr>
<tr>
<td><strong>Aetna and/or Ingalls EPO/UCHP Contacts</strong></td>
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</tr>
</tbody>
</table>

#### Member Services
- **Aetna**
  - 855-824-3632

#### Provider Services
- **Aetna**
  - 888-632-3862

#### Eligibility verification
- **Aetna**

#### Claim Submission
- **Address/Submitter ID**
  - PO Box 981106
  - El Paso, TX 79988-1106

#### Case Management
- **Aetna**

#### Network Deficiency Request
- **Aetna**

#### Urgent Care and Walk in Clinic Access
- **Aetna**
  - [https://uchp.uchicago.edu/providers](https://uchp.uchicago.edu/providers)

#### Provider Reimbursement
- **Fee for Service**
  - PCP - capitated
  - Specialist - FFS

#### Note:
- Aetna handled all case mgmt. of IPG members.
- Boncura handled all case mgmt. of UCHP members.
- 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.

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### Key Contacts

**Aetna UCHP Administration for DOS prior to 7/1/2022**
- **Phone:** 855-824-3632
- **Address:** PO Box 981106
- **City:** El Paso, TX 79988-1106

**Aetna UCHP Administration for DOS after 7/1/2022**
- **Phone:** 855-824-3632
- **Address:** PO Box 981106
- **City:** El Paso, TX 79988-1106

**Boncura**
- **Phone:** 844-509-4673
- **Address:** PO Box 3358
- **City:** Glen Ellyn, IL 60138

**Availity**
- **Phone:** 855-824-3632
- **Address:** PO Box 981106
- **City:** El Paso, TX 79988-1106

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### Important Links

- [https://www.aetna.com/dse/custom/uchp](https://www.aetna.com/dse/custom/uchp)
- [https://connect.navinet.net](https://connect.navinet.net) or call 855-824-3632

### Additional Information

- **El Paso, TX 79998-1106**
- **Glen Ellyn, IL 60138**
- **El Paso, TX 79998-1106**
- **PO Box 981106**
- **PO Box 3358**
- **P.O. Box 1983**
- **El Paso, TX 79998-1106**
- **El Paso, TX 79998-1106**

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**Disclaimer:**

- This information is subject to change.
- Please consult the official sources for the most up-to-date information.
- For more details, contact Aetna or Boncura directly.
<table>
<thead>
<tr>
<th>Provider Information</th>
<th>Plan administration information can be found on the UCHP website</th>
<th>Provider information could be viewed on TapestryLink</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy - Retail</td>
<td>CVS administers</td>
<td>TapestryLink</td>
</tr>
<tr>
<td>Pharmacy - Specialty</td>
<td>CVS administers</td>
<td>TapestryLink</td>
</tr>
<tr>
<td>Pharmacy - Specialty billed through Medical</td>
<td>Prior authorization is required through Aetna 855-888-9046</td>
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<td>Pharmacy - Specialty billed through Medical</td>
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<tr>
<td>Transplant</td>
<td>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</td>
<td>IPG directs to University of Chicago Medical Center only and Aetna authorizes services and Aetna transplant team follows 877-212-8811</td>
</tr>
<tr>
<td>Infertility</td>
<td>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</td>
<td>IPG uses Aetna Infertility network and Aetna handles prior authorization 800-575-5999</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>Ingalls EPO/UCHP plan members will continue to have access to the Aetna Behavioral Health network for continuity of care. Aetna processes claims (773) 702-6199 or (773) 702-3858</td>
<td>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</td>
</tr>
<tr>
<td>DME</td>
<td>Will continue to use Aetna DME network for services not available at Ingalls or UCM.</td>
<td>IPG uses Aetna DME network TapestryLink</td>
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