

2023 COVERED CALIFORNIA FAQs
Stanford Health Care
Effective 01/01/2023
(updated 8/10/2023)

1. Is Covered California the same as Medi-Cal?

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 or off the Covered California Exchange for hospital services?

- The only plan Stanford Health Care is contracted with for hospital services is Valley Health Plan HMO. A referral and authorization is required for all services at Stanford Health Care. This plan is available in Santa Clara, San Benito, and Monterey Counties only.
- Stanford Health Care does not participate in any other Individual and Family Plans offered by any other health plans on or off the Covered CA Exchange.

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 or off the Covered California Exchange for physician services?

- The only plan Stanford Health Care is contracted with for physician services is Valley Health Plan HMO. A referral and authorization is required for all services at Stanford Health Care. This plan is available in Santa Clara, San Benito, and Monterey Counties only.
- Stanford Health Care does not participate in any other Individual and Family Plans offered by any other health plans on or off the Covered CA Exchange.

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. 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

7. 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 out-of-network with your plan, but we encourage you to call the member service telephone number on your insurance card to confirm.

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

Stanford Health Care is considered in-network for physician and hospital services with **Blue Shield SHOP.**

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

No.

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

Please contact Covered California at <http://www.coveredca.com>, (800) 300-1506) or a broker to inquire about switching health plans.

11. I have been coming to Stanford Health Care for treatment 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