Helpful Tips to Verify Member Eligibility for IFP and Individual Medicare Advantage Members on the New Health Net Provider Portal

As you are aware, Health Net migrated certain functions from existing systems to new systems effective January 1, 2018, starting with individual Medicare Advantage (MA) and Individual Family Plan (IFP) products.

Refer to the table below for instructions regarding verifying member eligibility on the original and new Health Net provider portals.

If the provider is serving:	Then the provider should:
• Individual MA HMO and Special Needs Plan (SNP) (does not apply to employer group MA HMO) • IFP CommunityCare HMO • IFP EnhancedCare PPO • IFP PureCare HSP • PPO Individual and Family • IFP PureCare One EPO	Review the information provided in this provider communication **in its entirety** for information and instructions on how to verify member eligibility for individual MA and IFP members through the new Health Net provider portal at: **provider.healthnetcalifornia.com**.
• Employer group MA HMO • Employer group HMO, PPO (including EnhancedCare PPO for small business groups(SBG)) • EPO • Point of Service (POS) • Medi-Cal (including CalViva Health) • Cal MediConnect • Centene Corporation Employee Self-Insured PPO Plan	Access the previously existing Health Net provider portal at: **provider.healthnet.com**.

THIS UPDATE APPLIES TO **CALIFORNIA** PROVIDERS:
- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:
- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES
provider_services@healthnet.com
EnhancedCare PPO (IFP)
1-844-463-8188
provider.healthnetcalifornia.com
EnhancedCare PPO (SBG)
1-844-463-8188
provider.healthnet.com
Health Net Employer Group HMO, POS, PPO & EPO
1-800-641-7761
provider.healthnet.com
Individual Family Plan
1-888-926-2164
provider.healthnetcalifornia.com
Medicare (individual)
1-800-929-9224
provider.healthnetcalifornia.com
Medicare (employer group)
1-800-929-9224
provider.healthnet.com
PROVIDER COMMUNICATIONS
provider.communications@healthnet.com
fax 1-800-937-6086

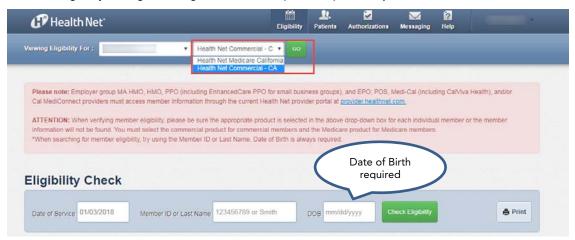## VERIFYING ELIGIBILITY FOR INDIVIDUAL MEDICARE ADVANTAGE AND IFP MEMBERS

Health Net participating providers serving individual MA and IFP members can verify member eligibility through the new Health Net provider portal at **provider.healthnetcalifornia.com** 24 hours a day, seven days a week.

When verifying member eligibility on the new Health Net provider portal, you must now first select the appropriate product (commercial or Medicare) for each individual member or the member information will not be found. You must select the commercial product for commercial members and the Medicare product for Medicare members. If you do not select the appropriate product type for the specific member, the eligibility status will not display.

1   Log in to the new provider portal at **provider.healthnetcalifornia.com**. Select product type (use the drop-down menu on top of the screen to choose commercial or Medicare), then select *Go*.

2   Select the Eligibility tab or use Quick Eligibility Check on the main page.

3   Enter the date of service only if it is other than today's date (Disregard this step if using Quick Eligibility Check).

4   Enter the complete member identification (ID) number as displayed on the member ID card or last name as displayed on the member ID card, and date of birth (DOB is required) in the applicable boxes for the specific member you are verifying. Points to be aware of on the member ID card:

 - Include the "R" ID number; use only the letter and numbers listed (R12345678) and Do Not use MM1 or FS1.

 - Include the full "C" or "U" ID number, as displayed with the first letter and all numbers listed (such as C1234567801, C1234567802, U1234567801 or U1234567802 as listed on the card).

 - If searching by last name, include the suffix, such as Jr., as listed on the member's ID card. Please remember to also include DOB if searching by last name.

5   Then select *Check Eligibility*. If the complete member ID and DOB were entered and this does not provide eligibility status for the specific member you are verifying, try using the last name and DOB instead.

If the individual MA or IFP member status is not found on the new Health Net provider portal at **provider.healthnetcalifornia.com**, then confirm that the member has an individual MA or IFP plan.

If the member has an employer group Medicare or employer group or small business group commercial plan, then verify member eligibility through the original Health Net provider portal at **provider.healthnet.com**.

If you have questions and cannot find the member information online, contact the Health Net Provider Services Center by email or telephone as listed below.

VERIFYING ELIGIBLITY FOR OTHER LINES OF BUSINESS EXCLUDING INDIVIDUAL MA AND IFP MEMBERS

For employer group Medicare Advantage, employer group commercial plans HMO, PPO (including EnhancedCare PPO for small business groups), EPO, POS, Medi-Cal (including CalViva Health), and Cal MediConnect members, providers must continue to verify member eligibility information through the original Health Net provider portal at **provider.healthnet.com**.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENCHANCEDCARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
ENHANCEDCARE PPO (SBG)	1-844-463-8188	provider.healthnet.com	
HEALTH NET EMPLOYER GROUP HMO, POS, PPO, & EPO	1-800-641-7761	provider.healthnet.com	
INDIVIDUAL FAMILY PLAN	1-888-926-2164	provider.healthnetcalifornia.com	
MEDICARE (INDIVIDUAL)	1-800-929-9224	provider.healthnetcalifornia.com	
MEDICARE (EMPLOYER GROUP)	1-800-929-9224	provider.healthnet.com	