

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

JANUARY 12, 2018

UPDATE 18-045

2 PAGES

## Group Number is Not Required for Claim Submissions and Reminder to Register for PaySpan Health®

After Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) were acquired by Centene Corporation, existing systems and operations were reviewed and the strongest elements of each organization were identified. As part of that ongoing work, 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. If the information does not apply, disregard this communication as there is no provider impact at this time.

If the provider is serving:	Then:	The provider should:
<ul style="list-style-type: none"> <li>Individual MA HMO and Special Needs Plan (SNP) (does not apply to employer group MA HMO)</li> <li>IFP CommunityCare HMO</li> <li>IFP EnhancedCare PPO</li> <li>IFP PureCare HSP</li> <li>PPO Individual and Family</li> <li>IFP PureCare One EPO</li> </ul>	The information in this communication applies.	Review the information provided in this communication <b>in its entirety</b> as it does apply to you.
<ul style="list-style-type: none"> <li>Employer group MA HMO</li> <li>Employer group HMO, PPO (including EnhancedCare PPO for small business groups (SBG))</li> <li>EPO</li> <li>Point of Service (POS)</li> <li>Medi-Cal (including CalViva Health)</li> <li>Cal MediConnect</li> <li>Centene Corporation Employee Self-Insured PPO Plan</li> </ul>	The information in this communication does <b>NOT</b> apply.	Disregard the information provided in this communication as it does <b>NOT</b> apply at this time.

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

---

## GROUP NUMBER NOT REQUIRED ON ELECTRONIC OR PAPER CLAIM SUBMISSIONS

Effective January 1, 2018, Health Net distributed new member identification (ID) cards to its individual MA and IFP members. These member ID cards may not include the group number. Health Net uses the member ID number submitted on the claims along with other matching criteria to determine claims payment; therefore, the group number is neither required nor necessary when submitting electronic or paper claims to Health Net.

## PAYSPAN REGISTRATION REMINDER

As a reminder, effective January 1, 2018, Health Net transitioned to Payspan Health® to provide a new web-based solution for electronic fund transfer (EFT) and electronic remittance advice (ERA) delivery service at no cost to Health Net providers serving individual MA and IFP members. Payspan offers convenient payment and retrieval of remittance information, reduced accounting expenses, elimination of paper checks, and more. Existing ERA and EFT providers serving individual MA and IFP members who wish to continue receiving ERA and EFT are required to register with Payspan to obtain access to EFT and ERA delivery services.

If providers choose not to register with Payspan for MA and IFP claims payments, paper checks and remittance advices (RAs) will be mailed to the provider address on file.

For additional information on the Payspan registration process, refer to provider update 17-868, *Action Required: Individual Medicare Advantage and IFP Providers Can Now Register for Payspan Health® to Continue EFT and ERA*, distributed October 16, 2017.

## ADDITIONAL INFORMATION

If providers are serving individual MA and IFP members, **AND** also employer group MA HMO, HMO, PPO, and EPO; POS, Medi-Cal (including CalViva Health), and/or Cal MediConnect members, the following applies:

- For all provider portal needs applicable to individual MA and IFP members, refer to [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com).
- For all provider portal needs applicable to employer group MA HMO, HMO, PPO (including EnhancedCare PPO for small business groups), HSP, EPO, POS, Medi-Cal (including CalViva Health), and Cal MediConnect members, refer to [provider.healthnet.com](http://provider.healthnet.com).

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
ENHANCEDCARE PPO (IFP)	1-844-463-8188	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a>
ENHANCEDCARE PPO (SBG)	1-844-463-8188	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
HEALTH NET EMPLOYER GROUP HMO, POS, PPO & EPO	1-800-641-7761	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
INDIVIDUAL FAMILY PLAN	1-888-926-2164	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
MEDICARE (INDIVIDUAL)	1-800-929-9224	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
MEDICARE (EMPLOYER GROUP)	1-800-929-9224	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	