

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

JANUARY 19, 2018

UPDATE 18-056

2 PAGES

Action Requested: Invitation to Register for Upcoming Provider Webinars

As previously communicated over the past several months, effective January 1, 2018, Health Net migrated certain functions from the original Health Net provider portal at provider.healthnet.com to the new Health Net provider portal at provider.healthnetcalifornia.com for providers serving individual Medicare Advantage (MA) and Individual Family Plan (IFP) members. As part of that ongoing work, Health Net migrated certain functions from existing systems to new systems starting with individual MA and 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"> 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 	<p>The information in this communication applies.</p>	<p>Review the information provided in this communication to learn how to register for upcoming Health Net Provider Relations webinars.</p>
<ul style="list-style-type: none"> 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 	<p>The information in this communication does NOT apply.</p>	<p>Disregard the information provided in this communication as it does NOT apply at this time.</p>

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, HSP, 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

healthnet.com

fax 1-800-937-6086

WEBINAR INFORMATION AND SCHEDULED DATES

Over the past several months, Health Net has distributed multiple provider communications to inform providers about the individual MA and IFP system migration. As a result of some of the issues our providers may be experiencing due to the migration, and to provide further education and support to providers regarding changes impacting providers serving individual MA and IFP members, Health Net's Provider Relations team has scheduled additional provider webinars to help ensure that providers understand the changes effective January 1, 2018. These webinars address changes to the provider portal and claims processing, information about how to register with Payspan Health® and other important information related to migration activities. Providers are encouraged to attend one of the following educational webinars. All sessions are one hour long and all times are Pacific time.

- 02/02/2018 10:00 a.m.
- 02/06/2018 1:00 p.m.
- 02/08/2018 10:00 a.m.
- 02/12/2018 1:00 p.m.
- 02/14/2018 10:00 a.m.
- 02/20/2018 1:00 p.m.
- 02/22/2018 10:00 a.m.
- 02/26/2018 1:00 p.m.
- 02/28/2018 10:00 a.m.

To attend a webinar, access Health Net's new provider portal, post-log in website, at provider.healthnetcalifornia.com under *Resources > Contractual > Go to the Provider Library > Provider Engagement*. Select the preferred session date and time from the list above. Registration is not required.

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.
- 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.

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, HSP, 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	