## **PROVIDER***Update* Health Net<sup>®</sup> **JANUARY 19, 2018 NEWS & ANNOUNCEMENTS UPDATE 18-056** 2 PAGES THIS UPDATE APPLIES TO Action Requested: Invitation to CALIFORNIA PROVIDERS: Physicians **Register for Upcoming Provider** • Participating Physician Groups • Hospitals Webinars • Ancillary Providers LINES OF BUSINESS: As previously communicated over the past several months, effective January 1, 2018, • HMO/POS/HSP Health Net migrated certain functions from the original Health Net provider portal at provider.healthnet.com to the new Health Net provider portal at • PPO provider.healthnetcalifornia.com for providers serving individual Medicare Advantage EPO (MA) and Individual Family Plan (IFP) members. As part of that ongoing work, Health Net Medicare Advantage (HMO) migrated certain functions from existing systems to new systems starting with individual Medi-Cal MA and IFP products. ○ Kern Refer to the table below. If the information does not apply, disregard this communication ○ Los Angeles as there is no provider impact at this time. Molina ○ Riverside If the provider is serving: The provider should: Then: O Sacramento ○ San Bernardino The information Review the information ○ San Diego Individual MA HMO and Special Needs Plan (SNP) (does not apply in this provided in this ○ San Joaquin communication communication to learn to employer group MA HMO) ○ Stanislaus applies. how to register for ○ Tulare IFP CommunityCare HMO upcoming Health Net **PROVIDER SERVICES** Provider Relations IFP EnhancedCare PPO provider\_services@healthnet.com webinars. EnhancedCare PPO (IFP) **IFP PureCare HSP** 1-844-463-8188 provider.healthnetcalifornia.com

PPO Individual and Family EnhancedCare PPO (SBG) IFP PureCare One EPO 1-844-463-8188 provider.healthnet.com The information Disregard the Health Net Employer Group HMO, Employer group MA HMO POS, HSP, PPO, & EPO in this information provided in Employer group HMO, PPO 1-800-641-7761 communication this communication as it (including EnhancedCare PPO for provider.healthnet.com does NOT apply at this does **NOT** apply. Individual Family Plan 1-888-926-2164 small business groups (SBG)) time. provider.healthnetcalifonia.com EPO Medicare (individual) 1-800-929-9224 provider.healthnetcalifornia.com Point of Service (POS) Medicare (employer group) 1-800-929-9224 Medi-Cal (including CalViva Health) provider.healthnet.com Cal MediConnect **PROVIDER COMMUNICATIONS Centene Corporation Employee** provider.communications@ Self-Insured PPO Plan healthnet.com fax 1-800-937-6086

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## 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<sup>®</sup> 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.

- 02/20/2018 1:00 p.m.
- 02/22/2018 10:00 a.m.

02/08/2018 10:00 a.m.

• 02/26/2018 1:00 p.m.

02/12/2018 1:00 p.m.

• 02/28/2018 10:00 a.m.

02/14/2018 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	
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	provider_services@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	