



## Dedicated Telephone Line for Inquiries Regarding EHS Medical Group and Multicultural Medical Group Termination

Effective January 31, 2018, Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) terminated their contract with Employee Health Systems (EHS) Medical Group and Multicultural Medical Group (now owned by EHS Medical Group).

Transitioned members previously assigned to EHS Medical Group and Multicultural Medical Group may require assistance with ongoing health care needs. Health Net has implemented a dedicated telephone number to assist members and providers impacted by the EHS Medical Group and Multicultural Medical Group termination. Members and providers can contact the dedicated Health Net line at **1-844-442-5047** with questions or concerns.

As a reminder, providers must continue to validate eligibility prior to rendering services, as members may make further changes to physician or participating physician group (PPG) assignment.

### ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online, as listed in the right-hand column, for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

For all questions regarding the EHS Medical Group termination, contact the dedicated Health Net line at **1-844-442-5047**. For all other questions, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, or by telephone or through the Health Net provider website as listed in the right-hand column.

### 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](mailto:provider_services@healthnet.com)

#### EnhancedCare PPO (IFP)

1-844-463-8188

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### EnhancedCare PPO (SBG)

1-844-463-8188

[provider.healthnet.com](http://provider.healthnet.com)

#### Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

[provider.healthnet.com](http://provider.healthnet.com)

#### Individual Family Plan 1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### Medicare (individual) 1-800-929-9224

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### Medicare (employer group)

1-800-929-9224

[provider.healthnet.com](http://provider.healthnet.com)

#### Medi-Cal – 1-800-675-6110

[provider.healthnet.com](http://provider.healthnet.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

[healthnet.com](http://healthnet.com)

fax 1-800-937-6086

### Access to Health Net's Provider Portals

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. Providers can access the Health Net provider portals at:

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