

PROVIDER Update



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Dedicated Telephone Line for Inquiries Regarding EHS Medical Group Termination

Effective January 31, 2018, Health Net Community Solutions, Inc. (Health Net) terminated its contract with Employee Health Systems (EHS) Medical Group.

Transitioned CalViva Health members previously assigned to EHS Medical Group may require assistance with ongoing health care needs. On behalf of CalViva Health, Health Net has implemented a dedicated telephone number to assist providers impacted by the EHS Medical Group termination. Providers can contact the dedicated 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 the provider portal online at provider.healthnet.com 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 CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com