

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

FEBRUARY 5, 2018

UPDATE 18-109

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New IVR Self-Service Tool for Health Net Covered California and Individual Family Plan Members

Health Net of California, Inc. (Health Net) understands the need for participating providers to have access to additional resources to verify or check the following member information:

- Eligibility status by member name and plan
- Claims status
- Copayments

To assist providers with these functions, Health Net has implemented two new interactive voice response (IVR) self-service telephone numbers for use by providers serving Health Net Covered California and Individual Family Plan (IFP) members¹ enrolled in the following Health Net plans:

- Community Care HMO
- PPO Individual and Family Plans
- PureCare EPO
- PureCare HSP

¹ Excludes EnhancedCare PPO members.

NEW IVR SELF-SERVICE TELEPHONE NUMBERS

If...	Then contact Health Net at...	And...
Covered California appears on the member identification (ID) card	1-888-926-2164 for Covered California Health Net members	Follow the prompts
Covered California does not appear on the member ID card	1-877-857-0701 for Health Net IFP members	Follow the prompts

- Enter both the National Provider Identifier (NPI) and tax identification number (TIN) first before entering member information.
- Include the entire numeric member ID number after the "R" or "U" as it appears on the ID card, including the two digits after the dash. Do not use MM1 or FS1.
- Include the member's date of birth (dd/mm/yyyy) and member's home ZIP code (five digits); both are required.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, or by telephone or through the Health Net provider website as listed in the right-hand column of this communication.

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

Individual Family Plan

1-888-926-2164

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

healthnet.com

fax 1-800-937-6086