

# PROVIDER Update



Health Net®

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## Important Prior Authorization Request and Hospital Notification Contacts

As a reminder, providers must use the appropriate contacts for prior authorization requests of medical services, procedures and equipment, and hospital notification as listed in the table below.

Prior authorization request	<p>1-800-977-7282; fax: 1-800-793-4473</p> <p>Online submission: <a href="http://provider.healthnet.com">provider.healthnet.com</a> (for providers serving the following members)</p> <ul style="list-style-type: none"> <li>• Employer group Medicare Advantage (MA) HMO</li> <li>• Employer group HMO, HSP, PPO, EPO</li> <li>• Point of Service (POS)</li> <li>• EnhancedCare PPO for small business group (SBG)</li> </ul>
	<p>Fax: 844-501-5713</p> <ul style="list-style-type: none"> <li>• Individual MA HMO and Special Needs Plan (SNP) (does not apply to MA HMO employer groups)</li> </ul>
	<p>Fax: 844-694-9165</p> <ul style="list-style-type: none"> <li>• Individual Family Plan (IFP) CommunityCare HMO</li> <li>• IFP PureCare HSP</li> <li>• PPO Individual and Family</li> <li>• IFP EnhancedCare PPO</li> <li>• IFP PureCare One EPO</li> </ul>
Health Net Hospital Notification Unit	<p>1-800-995-7890; fax: 1-800-676-7969 (for providers serving the following members)</p> <ul style="list-style-type: none"> <li>• Employer group MA HMO</li> <li>• Employer group HMO, HSP, PPO, EPO</li> <li>• Point of Service (POS)</li> <li>• EnhancedCare PPO for SBG</li> </ul>
	<p>Fax: 844-825-8045</p> <ul style="list-style-type: none"> <li>• Individual MA HMO and Special Needs Plan (SNP) (does not apply to MA HMO employer groups)</li> </ul>
	<p>Fax: 844-760-8992</p> <ul style="list-style-type: none"> <li>• IFP CommunityCare HMO</li> <li>• IFP PureCare HSP</li> <li>• PPO Individual and Family</li> <li>• IFP EnhancedCare PPO</li> <li>• IFP PureCare One EPO</li> </ul>

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)

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