

# PROVIDER Update



Health Net®

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## New IVR Self-Service Tool for Individual Medicare Advantage Members

Health Net of California, Inc. (Health Net) understands the need for participating providers to have access to verify a member's active eligibility status. Health Net has implemented a new interactive voice response (IVR) self-service tool for use by providers to verify the active eligibility status of individual Medicare Advantage (MA) members. Additional enhancements to the IVR are currently in development to offer more detailed benefit information for individual MA members in the near future.

### NEW IVR SELF-SERVICE TELEPHONE NUMBER

For individual MA members, contact Health Net at **1-800-929-9224** and 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 identification (ID) number after the "R" or "C" 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).

### ADDITIONAL INFORMATION

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](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)

#### Medicare (individual)

1-800-929-9224

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

#### Medicare (employer group)

1-800-929-9224

[provider.healthnet.com](mailto: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.