



## Health Net Translated Letter Templates Available on ICE Website

The Health Care Language Assistance Regulations require all California managed care health plans to provide language assistance and culturally responsive services to members with limited English proficiency (LEP), limited reading skills, who are deaf or have hearing impairments, or who have diverse cultural and ethnic backgrounds. To comply with this requirement, the Health Net Community Solutions, Inc. (Health Net) Language Assistance Program (LAP) offers interpreter services to members to ensure that Health Net LEP members are able to obtain language assistance and communications in alternate formats while accessing health care services.

Effective April 1, 2018, Health Net specific Case Management (CM) and Utilization Management (UM) Medi-Cal translated letter templates will be available on the Industry and Collaboration Effort (ICE) website at [www.iceforhealth.org/library.asp](http://www.iceforhealth.org/library.asp) in the *Library* located under *Approved ICE Documents > UM Templates & Tools-Health Plan-Specific Templates*. Health Net letter templates are accessible under the *Health Net* folder. Providers must use the templates when appropriate.

### REQUEST FOR MATERIALS IN ALTERNATE FORMATS

If the member has a preferred alternative format, such as large print, braille, accessible PDF, audio MP3, e-text file, or in all non-English languages, providers may send the English letter to the member, but must also provide Health Net with the document to be made into an alternate format and request for the alternate format to be mailed to the member upon completion. Providers may contact the Health Net Provider Services Center, as listed in the right-hand column, to submit a request for letters or documents in an alternative format.

### 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, through the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com), or by telephone as listed in the right-hand column.

THIS UPDATE APPLIES TO  
**CAL MEDICCONNECT**  
 PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)  
 Los Angeles County – 1-855-464-3571  
 San Diego County – 1-855-464-3572  
[www.healthnet.com](http://www.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.