

PROVIDER Update



Health Net®

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Alternative Treatments for Low Back Pain

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are committed to supporting providers and hospitals in their efforts to provide alternative noninvasive treatment to patients with low back pain.

Recent research and multiple studies present evidence and clinical recommendations regarding safe and effective alternatives to treat low back pain. Health Net encourages providers to include alternative treatment modalities, as appropriate, in treatment plans.

ALTERNATIVE TREATMENT MODALITIES

Alternative treatment modalities, such as the following, may reduce pain for patients and can be offered prior to recommending and referring patients for surgery.

- Physical therapy
- Pain management
- Acupuncture
- Chiropractic services
- Behavioral health services
- Mindfulness-based stress reduction techniques

RESOURCES

Providers can refer to the attached flyer for further information and additional resources regarding the alternative treatments mentioned above. Also included is information about reference literature available online.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact Yonnie Chen, Senior Project Manager, at (818) 676-7028, Dr. Anil Chawla, Medical Director, at (818) 416-2133, or the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, 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

EnhancedCare PPO (IFP)

1-844-463-8188
provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188
provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761
provider.healthnet.com

IFP – Community Care HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164
provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224
provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224
provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086