

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | MAY 1, 2018 | UPDATE 18-287 | 4 PAGES

Requesting Electronic Prescription Drug Prior Authorization Using CoverMyMeds®

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are streamlining the prior authorization (PA) process for providers and pharmacists by offering CoverMyMeds for electronic prior authorization requests.

CoverMyMeds streamlines the medication PA process and provides a fast and efficient way to complete PA requests online. Benefits of using CoverMyMeds include:



Automates the PA process for any drug



Free for prescribers and their staff



Receive faster determinations

- Elimination of telephone calls and faxes, saving up to 15 minutes per PA request.
- Renew previously submitted PA requests.
- Complete pharmacy-initiated requests electronically.
- Secure and Health Insurance Portability and Accountability Act (HIPAA) compliant.

HOW TO USE COVERMYMEDS

To use CoverMyMeds, providers should follow these steps:

- 1 Log in: Go to covermymeds.com and register for a free account, or log in to your existing CoverMyMeds account.
- 2 Start a new request: Click *New Request*, enter the drug name and the BIN, PCN and Rx Group from the patient's insurance card for the best results. If unavailable, enter the patient's plan or pharmacy benefit manager (PBM). Select the appropriate form and click *Start Request*.
- 3 Complete the request: Enter all demographic fields marked with a "Required" flag and click *Send to Plan*. Complete the returned list of patient-specific, clinical questions and click *Send to Plan* again to complete the request.
- 4 Confirmation: Once the request has been reviewed, the determination will appear in your CoverMyMeds account.

If you have questions regarding CoverMyMeds, contact CoverMyMeds at 1-866-452-5017, Monday through Friday, 8:00 a.m. to 11:00 p.m. Eastern time (ET), and Saturday, 8:00 a.m. to 6:00 p.m. ET, or visit go.covermymeds.com/envolve.

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 – CommunityCare 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

healthnet.com

fax 1-800-937-6086

ADDITIONAL INFORMATION

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website as listed in the table below.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCEDCARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.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 (COMMUNITYCARE 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	N/A

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 for individual MA and IFP members.
- 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.