



Requesting Electronic Prescription Drug Prior Authorization Using CoverMyMeds®

Health Net Community Solutions, Inc. (Health Net) is 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.

THIS UPDATE APPLIES TO

CAL MEDICCONNECT PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

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

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.

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 at provider.healthnet.com.

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

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

Line of Business	Telephone Number	Email Address
CAL MEDICCONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICCONNECT – SAN DIEGO COUNTY	1-855-464-3572	

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.