

PROVIDER Update



Health Net®

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Correction to Health Net Translated Letter Templates Available on ICE Website

Health Net Community Solutions, Inc. (Health Net) distributed provider update 18-211, *Health Net Translated Letter Templates Available on ICE Website* on April 3, 2018, which incorrectly stated that Health Net-specific Case Management (CM) Medi-Cal translated letter templates are available on the Industry and Collaboration Effort (ICE) website.

Upon further review, it has been determined that only Health Net-specific Utilization Management (UM) translated letter templates for Medi-Cal are available on the ICE website as of April 1, 2018. The UM letter templates are available at www.iceforhealth.org/library.asp in the Library located under *Approved ICE Documents > UM Templates & Tools-Health Plan-Specific Templates*. Providers can access the UM templates under the Health Net folder.

ADDITIONAL INFORMATION

Providers are encouraged to access the 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 Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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

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PROVIDER COMMUNICATIONS

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