Submitting Prior Authorization *Requests*

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company's (Health Net's) Medical Management Department accepts prior authorization requests for elective and urgent services online via the original Health Net provider portal at provider.healthnet.com, the new Health Net provider portal at provider.healthnetcalifornia.com and via fax. All participating providers must immediately inform Health Net when there is a request for investigational or experimental treatment. Providers affiliated with a delegated participating physician group (PPG) must follow the PPG's instructions for referrals and requests for prior authorization. Follow the steps below to submit prior authorization requests online or via fax.

Line of business	Submitting prior authorization online	Submitting prior authorization via fax

• Medicare Advantage (individual)
• Individual Family Plan (IFP)
  – EnhancedCare PPO
  – CommunityCare HMO
  – PPO
  – PureCare HSP
  – PureCare One EPO
	For Medicare Advantage, visit **CA.healthnetadvantage.com**, and for IFP, visit **ifp.healthnetcalifornia.com** to see if prior authorization is needed:
	
	1. Select the + drop-down menu next to *For Providers.*
	2. Select the applicable line of business.
	3. Answer the questions listed.
	4. Enter the code for the service that is to be checked.
	
	If the code requires prior authorization, you will be prompted to log in to submit an authorization request.
	
	1. From the Home screen at **provider.healthnetcalifornia.com,** check member eligibility through *Quick Eligibility Check.*
	2. Select the hyperlink, which is the member's name.
	3. Select *Authorizations* located in the left-hand column.
	4. Select *Create a New Authorization* to start a new authorization.
	5. Complete *Provider Request, Service Line, Questionnaire, Attachment,* and *Finish Up.*
	6. Select *Submit.*
		For Medicare Advantage, visit **CA.healthnetadvantage.com**, and for IFP, visit **ifp.healthnetcalifornia.com** to see if prior authorization is needed:
		
		1. Select the + drop-down menu next to *For Providers.*
		2. Select the applicable line of business.
		3. Answer the questions listed.
		4. Enter the code for the service that is to be checked.
		
		To submit authorization and fax the prior authorization, follow the steps below:
		
		1. Download the applicable prior authorization request form in the *Forms* section of the *Provider Library.*
		2. Fax the completed form to the fax number provided on the form.

• Medicare Advantage (employer group) • EnhancedCare PPO (SBG) • Employer group HMO, POS, HSP, PPO, and EPO • Medi-Cal (including CalViva Health) • Cal MediConnect	Access the Health Net Prior Authorization Requirements from Health Net's provider operations manuals at: 1. **provider.healthnet.com.** 2. *Working with Health Net.* 3. *Contractual.* 4. *Go to the Provider Library.* 5. *Operations Manuals.* 6. *Prior Authorization.* To submit authorization, follow the steps below: 1. From the Home screen at **provider.healthnet.com,** select *Transactions.* 2. *Authorizations.* 3. Enter Health Net member information. 4. *Start New Authorization.* 5. Complete *Member Information, Authorization Request Details, Provider Information, Diagnosis Details, Attachment Options.* 6. Select *Submit.*	Access the Health Net Prior Authorization Requirements from Health Net's provider operations manuals at: 1. **provider.healthnet.com.** 2. *Working with Health Net.* 3. *Contractual.* 4. *Go to the Provider Library.* 5. *Operations Manuals.* 6. *Prior Authorization.* To fax the prior authorization, follow the steps below: 1. Download the applicable prior authorization request form in the *Forms* section of the *Provider Library.* 2. Fax the completed form to the fax number provided on the form.

Helpful contact information

Health Net Medical Management Department

Line of business	Telephone number	Fax number	Prior authorization provider portal
• Medicare Advantage (individual)	1-800-977-7282	1-844-501-5713	provider.healthnetcalifornia.com
• Individual Family Plan (IFP) – EnhancedCare PPO – CommunityCare HMO – PPO – PureCare HSP – PureCare One EPO	1-800-977-7282	1-844-694-9165	provider.healthnetcalifornia.com
• Medicare Advantage (employer group) • EnhancedCare PPO (SBG) • Employer group HMO, POS, HSP, PPO, and EPO	1-800-977-7282	1-800-793-4473	provider.healthnet.com
• Medi-Cal (including CalViva Health)	1-800-421-8578	1-800-743-1655	provider.healthnet.com
• Cal MediConnect	1-800-977-7282	1-800-793-4473	provider.healthnet.com

Health Net Provider Services Department

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	provider_services@healthnet.com
Employer group HMO, POS, HSP, PPO, and EPO	1-800-641-7761	provider.healthnet.com	provider_services@healthnet.com
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	provider_services@healthnet.com
Medicare Advantage (individual)	1-800-929-9224	provider.healthnetcalifornia.com	provider_services@healthnet.com
Medicare Advantage (employer group)	1-800-929-9224	provider.healthnet.com	provider_services@healthnet.com
Cal MediConnect (Los Angeles)	1-855-464-3571	provider.healthnet.com	provider_services@healthnet.com
Cal MediConnect (San Diego)	1-855-464-3572	provider.healthnet.com	provider_services@healthnet.com
Medi-Cal	1-800-675-6110	provider.healthnet.com	N/A
CalViva Health	1-888-893-1569	provider.healthnet.com	N/A