Submitting Prior Authorization *Requests*

The Health Net Community Solutions, Inc. (Health Net) Medical Management Department accepts prior authorization requests for elective and urgent services online via the provider portal at provider.healthnet.com and via fax. All participating providers must immediately inform Health Net, on behalf of CalViva Health, 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
Medi-Cal (CalViva Health)	Access the Prior Authorization Requirements from provider operations manuals at: 1. **provider.healthnet.com.** 4. *Go to the Provider Library.* 2. *Working with Health Net.* 5. *Operations Manuals.* 3. *Contractual.* 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 member information. 4. *Start New Authorization.* 5. Complete Member Information, Authorization Request Details, Provider Information, Diagnosis Details, Attachment Options. 6. Select *Submit.*	Access the Prior Authorization Requirements from provider operations manuals at: 1. **provider.healthnet.com.** 4. *Go to the Provider Library.* 2. *Working with Health Net.* 5. *Operations Manuals.* 3. *Contractual.* 6. *Prior Authorization.* 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.

Helpful contact information

Health Net Medical Management Department

Line of business	Telephone number	Fax number	Prior authorization provider portal
Medical Management	1-800-421-8578	1-800-743-1655	provider.healthnet.com
Provider Services	1-888-893-1569	1-800-281-2999	provider.healthnet.com