

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

AUGUST 8, 2018

UPDATE 18-447

2 PAGES

Secure Messaging Changes

Effective August 6, 2018, Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company's (Health Net's) Secure Messaging is changing to Centene Secure Email. For new emails that require encryption and are not supported by Transport Layer Security (TLS) encryption, providers must contact the representative with whom they conduct email business to initiate a secure method to send a new email which requires encryption. If your email server uses TLS encryption, then emails from Health Net arrive in your regular email inbox securely and no further action is necessary.

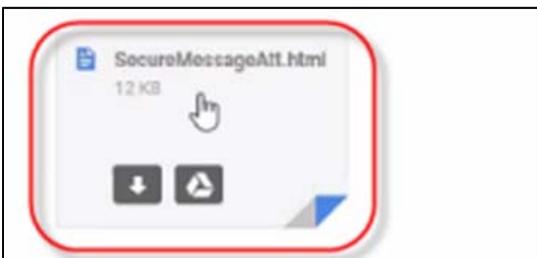
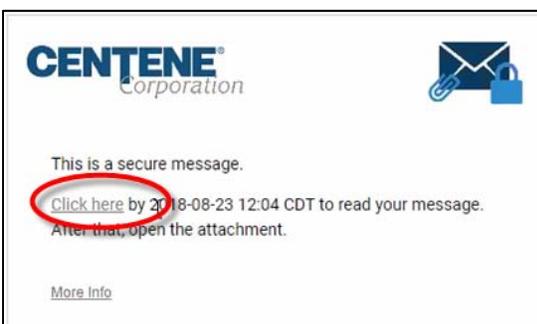
This notification is only for Secure Messaging; your user name and password to access the Health Net provider portals are not impacted by this change.

Health Net requires that emails must be secured whenever protected health information (PHI) or other sensitive data is transmitted to Health Net. Sensitive data includes electronic PHI (ePHI), PHI, proprietary information, provider data information, credit card data, financial information, and any other confidential information.

ACCESS TO SECURE EMAILS

The steps below apply to accessing secure emails.

- For providers using emails that are TLS supported, no further action is needed.
- For providers already using Centene Secure Email, no further action is needed.
- If this is your first non-TLS email received from Centene Secure Email, click on the system generated link or attachment, as shown below, to register as a user.



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

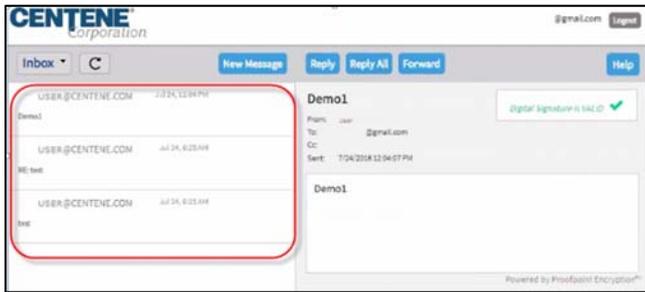
provider.communications@

healthnet.com

fax 1-800-937-6086

Once registered, the email message is decrypted and opened. Providers may reply back to Health Net using this secure Health Insurance Portability and Accountability Act (HIPAA)-compliant and encrypted method.

If there are ongoing secure emails and more than one message between Health Net and the provider, the secure emails appear in the provider's inbox to view, as shown in the image below. Additionally, there is also an option to send a new encrypted message to the Health Net representative with whom you conduct email business.



REPLYING TO A CENTENE SECURE EMAIL

When Health Net sends a secure email via Centene Secure Email, the subject line will indicate it is a secure email; click on the link or attachment included in the email to complete registration for the first non-TLS email; thereafter, use the username and password to decrypt and display the secure email.

FORGOT PASSWORD

Providers who forget their password can follow the simple procedure under the *Forgot Password* link to reset it.

ADDITIONAL INFORMATION

For any issues encountered with Centene Secure Email, contact the Health Net representative with whom you conduct email business or open the Secure Email Guide available under the *Secure Messaging* link located on provider.healthnet.com at the bottom of the home page for more information.

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