

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | JULY 19, 2018 | UPDATE 18-485 | 3 PAGES

Recovered Functionality and Improving Customer Service

Thank you for your patience as we've migrated individual Medicare Advantage (MA) and Individual Family Plan (IFP) products to new business tools over the last few months. We acknowledge that the system migration has caused issues for our Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) providers and members, and we would like to apologize for the inconveniences these issues have created.

The purpose of this communication is to outline recent upgrades to the new Health Net provider portal at provider.healthnetcalifornia.com and our call centers. We have fallen short on our commitment to our providers for a smooth migration and are working diligently to address known issues. We continue to monitor, test and deploy capabilities so that our service levels meet your expectations. It is our top priority to restore your trust in Health Net.

NEW PROVIDER PORTAL FUNCTIONS

The following individual MA and IFP member information outlines some of the improvements made to portal functionality to date.

Schedule of Benefits for Individual MA and IFP Members

Providers may now access the *Schedule of Benefits* for individual MA and IFP members on the new Health Net provider portal at provider.healthnetcalifornia.com through the *Schedule of Benefits* link on the Patient Information page of the eligibility lookup tool.

Select the *Schedule of Benefits* link on the left-hand column to open the *Schedule of Benefits* for the specific patient.

Start Date	End Date	Product Name	Plan
Jan 1, 2018	Dec 31, 2018	Silver 70 CommunityCare HMO	CA On
Feb 1, 2017	Dec 31, 2017	Silver 70 HMO	Sta Ev

Benefit	In-Network Providers
Annual Deductible per Calendar Year	\$2,500 Individual \$5,000 Family
Prescription Drug Deductible per Calendar Year	\$130 Individual \$260 Family
Coinsurance For All Other Eligible Expenses	20% Coinsurance
Out-Of-Pocket Maximum per Calendar Year	\$7,000 Individual \$14,000 Family
Professional Services	Primary Care Physician and Other Practitioner Office \$35 Copay

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
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

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

Verification of Individual MA and IFP Member Eligibility on provider.healthnetcalifornia.com

The following information is visible when searching for eligibility. Refer to the screen shot below for corresponding numbers:

- 1 When selecting individual MA or IFP member identification (ID) for verification of eligibility, the R member ID number is considered the primary ID number when displayed alongside a C or U member ID number. Only new members or members in new benefit plans will have a C or U member ID number.
- 2 Applies to IFP members only – identifies the subscriber or dependent status.
- 3 Benefit group ID number for individual MA and IFP members (only needed for delegated participating physician group (PPG) use).
- 4 Descriptive benefit plan names and description for individual MA and IFP members.
- 5 The individual MA and IFP primary care physician (PCP) and PPG names, addresses and telephone numbers.
- 6 The PPG ID number for the individual MA and IFP member's assigned PPG.

This patient is eligible as of today, Jul 12, 2018.

Patient Information

Name [Redacted]
 Gender M
 Birthdate Sep [Redacted]
 Age 62 years old

1 Member # U [Redacted]
 Member # RC [Redacted]
 2 Member Type Subscriber
 Address [Redacted]
 Apt 3 [Redacted] 91723
 3 Group ID 87 [Redacted]

Eligibility History

Start Date	End Date	Product Name	Product Description
Jan 1, 2018	Dec 31, 2018	Silver 87 CommunityCare HMO	CA Silver 87 CommunityCare HMO - On Exchange
Jan 1, 2017	Dec 31, 2017	Silver 87 HMO	87% AV Level Silver Plan

[more](#)

PCP Information 5

Name [Redacted]
 Address [Redacted] Street
 Suite E [Redacted] 91722
 Phone Number 626- [Redacted]

[View PCP History](#)

PPG Information 5

Name [Redacted]
 CARE IPA [Redacted]
 6 PPG ID [Redacted]
 Address [Redacted] AVE
 [Redacted] 90755
 Practice Type MULTI SPECIALTY GROUP
 Phone Number (562) [Redacted]

[View PPG History](#)

[EPSDT](#)

[Care Gaps](#)

ADDITIONAL CUSTOMER SERVICE SUPPORT FOR PROVIDERS

Health Net has hired and trained an additional 50 customer service representatives to assist providers with questions and for issue resolution.

IVR SELF-SERVICE TOOLS NOW AVAILABLE FOR INDIVIDUAL MA AND IFP MEMBERS

Health Net's interactive voice response (IVR) self-service tools are functional for Covered California, IFP¹ and individual MA members.²

If...	And...	Then contact Health Net at...	To verify....
The member is Covered California	Covered California appears on the member ID card	1-888-926-2164	Member eligibility, claims status and copayment information
The member is IFP ³	Covered California does not appear on the member ID card	1-877-857-0701	Member eligibility, claims status and copayment information
The member is individual MA	Individual MA appears on the member ID card	1-800-929-9224	Member eligibility

¹ Refer to provider update 18-109, *New IVR Self-Service Tool for Health Net Covered California and Individual Family Plan Members*, distributed February 5, 2018, for more information.

² Refer to provider update 18-192, *New IVR Self-Service Tool for Medicare Advantage Members*, distributed March 14, 2018, for more information.

³ Excludes EnhancedCare PPO members.

ADDITIONAL 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
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	