

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | JULY 11, 2018 | UPDATE 18-490 | 2 PAGES

## State of Emergency: Health Net Members Impacted by West Fire in San Diego County

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net), in conjunction with Governor Brown's declaration of a state of emergency, are providing assistance to residents in San Diego County affected by the West fire to ensure members have access to health care services and prescriptions.

On July 6, 2018, Governor Jerry Brown declared a state of emergency in San Diego County due to the effects of the West fire, which has destroyed homes, buildings and continues to threaten hundreds of additional structures, causing evacuation of residents. It has also caused power outages, closure of roadways and continues to threaten critical infrastructure.

Health Net is ensuring that Health Net members who have lost their homes or have been evacuated due to current wildfire activity in San Diego County have access to essential prescription medications, critical Health Net information and other health care services to assist them in coping with grief, loss, stress, or trauma as described below.

### PRESCRIPTION INFORMATION

Health Net will approve any essential prescription medications (with current copayments and deductibles) for any Health Net member in San Diego County whose medication was lost in a fire or remained behind during an evacuation. Providers should inform their Health Net patients that to obtain an emergency supply, affected members can return to the pharmacy where the original prescription was filled. If the pharmacy is not open due to the state of emergency, affected Health Net members can contact Health Net's Emergency Response line at 1-800-400-8987, 8:00 a.m. to 6:00 p.m. Pacific time (PT), for questions or assistance.

### COPING ASSISTANCE

Health Net members who lost their homes or have been evacuated due to the current wildfire may contact MHN, Health Net's behavioral health subsidiary, for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from the fire. For the duration of the fire and its immediate aftermath, affected Health Net members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060.

### HEALTH NET PARTICIPATING PROVIDERS

Health Net is taking steps to ensure that Health Net participating providers in areas affected by the wildfire are able to continue providing care for Health Net members' medical needs. Health Net participating providers may call the Provider Services Center using the contact information provided in the right-hand column of this page for guidance on prescription refills, length of time to obtain authorizations for treatment or approval for

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](mailto:provider_services@healthnet.com)

**EnhancedCare PPO (IFP)**

1-844-463-8188

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)**

1-844-463-8188

[provider.healthnet.com](http://provider.healthnet.com)

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

[provider.healthnet.com](http://provider.healthnet.com)

**IFP – CommunityCare HMO, PPO,**

**PureCare HSP, PureCare One EPO**

1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (individual)**

1-800-929-9224

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (employer group)**

1-800-929-9224

[provider.healthnet.com](http://provider.healthnet.com)

**Medi-Cal – 1-800-675-6110**

[provider.healthnet.com](http://provider.healthnet.com)

PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

[healthnet.com](http://healthnet.com)

fax 1-800-937-6086

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out-of-network services in the event a contracting provider or facility becomes unavailable.

## ADDITIONAL INFORMATION

Depending on how the fire situation progresses, Health Net may make additional changes to its policies as needed to ensure members have access to necessary health care services.

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