

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | AUGUST 3, 2018 | UPDATE 18-541 | 2 PAGES

## Paper Claims Submission Address and Provider Appeals Address

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are sending a reminder to participating providers regarding the correct address to use when submitting information to Health Net via the U.S. Postal Service (USPS).

### PAPER CLAIM FORM SUBMISSIONS

Providers are strongly encouraged to submit new claims electronically via their clearinghouse or through the secure provider portal at [provider.healthnet.com](http://provider.healthnet.com) for faster processing. Individual Family Plan (IFP) and individual Medicare Advantage (MA) providers must access the new secure provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com).

If submitting new claims or forms electronically is not possible, send the paper claims or paper forms through the USPS to the appropriate address below based on the line of business:

Line of Business	Address
MEDICARE ADVANTAGE	Health Net Medicare Claims PO Box 9030 Farmington, MO 63640-9030
MEDI-CAL	Health Net Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020
COMMERCIAL – HMO, POS, HSP, PPO, & EPO	Health Net Commercial Claims PO Box 9040 Farmington, MO 63640-9040

### PROVIDER DISPUTES AND DOCUMENT REQUESTS

Provider dispute forms and requests for additional documentation to review a provider appeal should be sent through the USPS to the appropriate address below based on the line of business:

Line of Business	Address
MEDICARE ADVANTAGE	Medicare Provider Disputes PO Box 9030 Farmington, MO 63640-9030

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  
fax 1-800-937-6086

Line of Business	Address
MEDI-CAL	Medi-Cal Provider Disputes PO Box 419086 Rancho Cordova, CA 95741-9086
COMMERCIAL – HMO, POS, HSP, PPO, & EPO	Commercial Provider Disputes PO Box 9040 Farmington, MO 63640-9040

The Provider Dispute Resolution Request form is available on Health Net's original provider website at [provider.healthnet.com](http://provider.healthnet.com) in the Provider Library under *Forms > Provider Dispute Resolution Request – Commercial and Medi-Cal*. For MA, go to *Forms > Provider Dispute Resolution Request – Medicare*. IFP and individual MA providers must access the new provider website at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) and select *Resources > Contractual > Go to the Provider Library*.

## ADDITIONAL INFORMATION

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website as listed in the table below.

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	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a>
ENHANCEDCARE PPO (SBG)	1-844-463-8188	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO	1-800-641-7761	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
IFP (COMMUNITYCARE HMO, PPO, PURECARE HSP, PURECARE ONE EPO)	1-888-926-2164	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
MEDICARE (INDIVIDUAL)	1-800-929-9224	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
MEDICARE (EMPLOYER GROUP)	1-800-929-9224	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
MEDI-CAL	1-800-675-6110	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	N/A