

PROVIDERUpdate



Health Net®

NEWS & ANNOUNCEMENTS

AUGUST 14, 2018

UPDATE 18-577

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Use the Correct Entity Name for Paper Claim Submissions

This provider update is a follow-up to provider update 18-541, *Paper Claims Submission Address and Provider Appeals Address*, distributed on August 3, 2018, and clarifies the correct entity name to use for paper claim submissions via the U.S. Postal Service (USPS) depending on the line of business.

USE CORRECT HEALTH NET ENTITY NAME

All paper claims must be submitted to the addresses below with the exact entity names as shown.

Line of business	Paper claims address
MEDICARE ADVANTAGE	Health Net of California, Inc. Medicare Claims PO Box 9030 Farmington, MO 63640-9030
MEDI-CAL	Health Net Community Solutions, Inc. Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020
HMO, POS, HSP, PPO, & EPO	Health Net of California, Inc. (and/or) Health Net Life Insurance Company Commercial Claims PO Box 9040 Farmington, MO 63640-9040

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

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

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