PROVIDER*Update* Health Net[®] **NEWS & ANNOUNCEMENTS** AUGUST 20, 2018 **UPDATE 18-581** 1 PAGE THIS UPDATE APPLIES TO Prior Authorization Requests – Fax CALIFORNIA PROVIDERS: Physicians Criteria Participating Physician Groups Hospitals Ancillary Providers LINES OF BUSINESS: September 1, 2018, prior authorization fax requests missing the following criteria will be • HMO/POS/HSP faxed back to the provider for additional information: The procedure code • EPO ○ Medicare Advantage (HMO) The diagnosis code • $^{\bigcirc}$ Medi-Cal The member identification (ID) number ○ Kern ○ Los Angeles ○ Molina

In an effort for Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) to process prior authorization requests guickly and efficiently, effective

The fax back to the provider will outline the missing information identified above and request that the provider resubmit the prior authorization request with the appropriate and complete information.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact Health Net's Medical Management Department by telephone at 1-800-977-7282, via fax at 1-844-694-9165 or through the provider website at provider healthnetcalifornia.com.

For all other questions, 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.

- Riverside
- Sacramento
- $^{\bigcirc}$ San Bernardino
- San Diego
- San Joaquin
- \odot Stanislaus
- Tulare

PROVIDER SERVICES provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188 provider.healthnetcalifornia.com IFP - Community Care HMO, PPO, PureCare HSP, PureCare One EPO 1-888-926-2164 provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

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

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