

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

AUGUST 20, 2018

UPDATE 18-581

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Prior Authorization Requests – Fax Criteria

In an effort for Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) to process prior authorization requests quickly and efficiently, effective September 1, 2018, prior authorization fax requests missing the following criteria will be faxed back to the provider for additional information:

- The procedure code
- The diagnosis code
- The member identification (ID) number

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.

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
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PureCare HSP, PureCare One EPO
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