

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

AUGUST 27, 2018

UPDATE 18-611

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Upcoming 2018 Provider Satisfaction Survey

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) will be conducting the annual Provider Satisfaction Survey in an ongoing effort to meet the needs of our providers and measure provider satisfaction with our service and health plans. Centene Corporation, on behalf of Health Net, has contracted with SPH Analytics to conduct the Provider Satisfaction Survey.

SPH Analytics will start mailing the Provider Satisfaction Survey to randomly selected providers in September 2018. The survey takes a few minutes to complete and includes instructions on how to return the survey.

Providers who receive the survey are encouraged to complete and mail back their responses. Survey responses help Health Net measure its success in providing services for providers. The results of the survey also help direct administrative and operational changes to the plans, and assist Health Net in identifying strengths as well as areas for improvement.

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
 - Molina
 - Los Angeles
 - 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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