

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

NEWS & ANNOUNCEMENTS | AUGUST 27, 2018 | UPDATE 18-612 | 1 PAGE

Upcoming 2018 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 Community Solutions, Inc. (Health Net), has contracted with SPH Analytics to conduct the annual 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

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

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
CAL MEDICONECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

provider_communications@healthnet.com
healthnet.com
fax 1-800-937-6086