PROVIDER*Update*

Hⁿ Health Net®

Verifying Eligibility

Use the helpful graphics to check eligibility for IFP members on provider.healthnetcalifornia.com

Health Net of California Inc. and Health Net Life Insurance Company (Health Net) understand the challenges providers and their office staff have when verifying eligibility for Individual Family Plan (IFP) members on the provider portal site at **provider.healthnetcalifornia.com**. Use the following graphics, instructions and helpful tips to obtain eligibility details and other patient information available online.

ACCESSING MEMBER ELIGIBILITY

Log in to the Health Net provider portal at **provider.healthnetcalifornia.com** to access and view member eligibility information for Health Net IFP members (includes CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO, and EnhancedCare PPO). Use the drop-down menu to choose Commercial and select *Go*.

Option 1: Use the Quick Eligibility Check on the main page and enter the member's identification (ID) number (or the member's last name) and date of birth (DOB). Select *Check Eligibility* to view the member's information.

Option 2: See below. You may also select *Eligibility* at the top of the screen and follow the same directions as mentioned above.
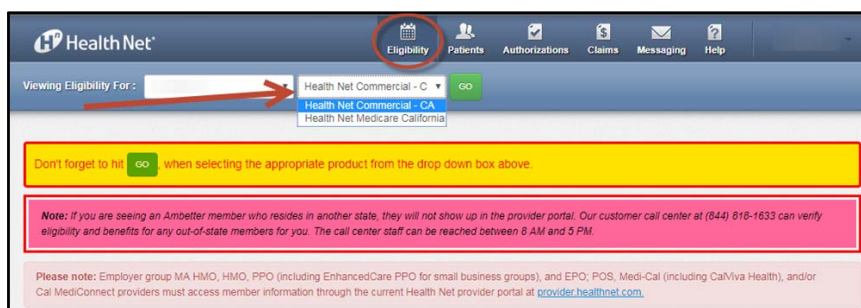
If the complete member ID number and DOB were entered and this does not provide eligibility status for the specific member you are verifying, try using the last name and DOB instead.

If the IFP member status is not found on the Health Net provider portal at **provider.healthnetcalifornia.com**, confirm that the member has an IFP. If the member has an employer group commercial plan, then verify member eligibility through the original Health Net provider portal at **provider.healthnet.com**.

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

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

Additional Tips

- Include the "R" ID number; use only the letter and numbers listed (R12345678). Do not use MM1 or FS1.

- Include the full "U" ID number as displayed with the first letter and all numbers listed (such as U1234567801 or U1234567802 as listed on the card).

- If searching by last name, include the suffix, such as Jr., as listed on the member's ID card.

- Remember to also include the DOB since this is a required field.

VIEWING ELIGIBILITY CHECK

1. The green thumbs-up indicates the member is eligible as of today's date or the date of service (DOS) entered for the member. (Only enter the DOS if it is not today's date.) If a thumbs-down appears, it means that the member is not eligible for that date of service or you may be using the incorrect provider portal based on the member's plan type.

2. The patient name and date checked appear.

3. Care gaps are also included, if available.

4. An emergency room visit may be added to alert case managers of the member's recent activity, if applicable.

5. There is an option to also print the eligibility information for your records.

6. Select the hyperlink, which is the member's name, for additional patient information.

7. If you need to verify eligibility for another member, enter the member's ID number (or the member's last name) and DOB, and select *Check Eligibility*.

8. Optional: Participating physician groups (PPGs) may complete eligibility checks for members currently included in their group. If the member is not eligible, use the remove button to delete that member before printing the list of eligible members.

VIEWING PATIENT INFORMATION

Once the hyperlink (member's name) is selected, the patient information overview tab is displayed. There is additional member information, located under each category in the left-hand column, as applicable.

Categories in the left-hand column may provide claims and authorizations for the member if submitted by your office. Other categories, such as Pharmacy PDL and Schedule of Benefits, are available to view as a PDF. Select *Schedule of Benefits* to view the member's benefit information.

If you have questions about verifying eligibility for Health Net IFP members via the online tool located on the provider portal at **provider.healthnetcalifornia.com**, contact the Provider Services Center as indicated in the right-hand column on page 1.