

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

SEPTEMBER 18, 2018

UPDATE 18-638

2 PAGES

PPO Group Member Transition to MHN

Health Net Life Insurance Company (Health Net) is pleased to announce that, effective January 1, 2019, PPO Small Business Group (SBG) and Large Business Group (LBG) members will obtain behavioral health and substance abuse services through MHN. MHN, Health Net's behavioral health subsidiary, is a leading national provider of managed behavioral health care.

In many cases members will not need to select a new behavioral health provider because MHN's extensive behavioral health and substance abuse network includes much of Health Net's current behavioral health and substance abuse providers. This migration will afford members broader access to behavioral health providers and treatment centers with no increase in cost to the member.

On or after January 1, 2019, PPO SBG and LBG members will transition to MHN on their plan renewal date. Members may self-refer by calling the number on the back of the member identification (ID) card or a practitioner or provider may facilitate the referral.

HOW TO JOIN MHN

Providers are encouraged to join MHN's network by sending a contract request to roster.updates@healthnet.com. Indicate "PPO Network" in the subject line of your email. MHN will promptly send you a provider contract and credentialing instructions.

CLAIMS SUBMISSION

Claims for behavioral health and substance use disorder services provided to PPO SBG and LBG members must be submitted to MHN, effective on the date of the member's transition. Claims submission information is indicated on the member's member ID card.

Claims may be submitted electronically using payer ID 22771, or via mail to:

MHN Claims
PO Box 14621
Lexington, KY 40512-4621

CONTINUITY OF CARE

Practitioners, providers or PPO SBG and LBG members may request continuity of care assistance by contacting MHN directly at the number on the back of the member ID card.

Providers who do not wish to join the MHN network will be treated as in-network providers for their existing patients through December 31, 2019, or 12 months from the member's renewal date, unless otherwise specified by contract or plan. Those providers will be asked to sign a Single Case Agreement with MHN and will be reimbursed at Health Net contracted rates.

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

Health Net Employer Group PPO
1-800-641-7761
provider.healthnet.com

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

ADDITIONAL INFORMATION

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website.

If you have questions regarding the information contained in this update, contact MHN by email at professional.relations@mhn.com, or the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
HEALTH NET EMPLOYER GROUP PPO	1-800-641-7761	provider.healthnet.com	provider_services@healthnet.com