



Provider Office Telephone Access Survey

Health Net Community Solutions, Inc. (Health Net) will conduct quarterly telephone surveys beginning September 2018 to a random sampling of primary care physicians (PCPs). The survey is to evaluate compliance with the telephone access standards established by the Department of Health Care Services (DHCS). The survey consists of one question and should only take a few minutes time.

ACCESS STANDARDS

Provider offices must comply with the following telephone access standards:

- Answer member calls within 60 seconds. Calls can be answered live or with a recording.
- Return member calls within one business day.

Providers should review their office telephone answering protocols to ensure compliance with the above standards. Steps should be taken to correct noncompliance prior to September 2018 and for future surveys.

ADDITIONAL INFORMATION

Providers are encouraged to access the 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 Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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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PROVIDER COMMUNICATIONS

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