

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENT

OCTOBER 11, 2018

UPDATE 18-775

2 PAGES

Single Member ID Now Displaying on the Provider Portal

As of October 11, 2018, the IFP and individual MA provider portal will display the same member ID number as on the member ID card

In response to provider feedback, effective October 11, 2018, Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) have modified the provider portal site at provider.healthnetcalifornia.com to display only one member identification (ID) number for Individual Family Plan (IFP) and individual Medicare Advantage (MA) members. This number will start with either a U or C depending on the product or the Legacy R number for members that renewed. The member ID number displayed on the provider portal will match the member's ID number on the member ID card and must be used on the provider portal to check member eligibility.

Overview

Assessments

Health Record

Care Plan

Authorizations

Pharmacy PDL

Referrals

Coordination of Benefits

Claims

This patient is dual eligible as of today, Oct 11, 2018.

Patient Information

Name

Gender M

Birthdate

Age years old

Member # C

Address

Alt Member ID

Group ID

PCP Information

Name Kim

Address Shafter, California 93263

Phone Number 661

View PCP History

PPG Information

UNASSIGNED PPG

Prior to October 11, 2018, two member ID numbers appeared as follows:

- 1 Provided the new U or C number depending on the product.
- 2 Provided the Legacy R Health Net number.

Overview

Cost Sharing

Assessments

Health Record

Care Plan

Authorizations

Pharmacy PDL

Referrals

Coordination of Benefits

Claims

Schedule of Benefits

This patient is dual eligible as of today, Sep 20, 2018.

Patient Information

Name

Gender M

Birthdate

Member # U1 01

Member # R1 15

Address

Group ID

PCP Information

Name Kim

Address Shafter, California 93263

Phone Number 661

View PCP History

PPG Information

Name

PPG ID

There will be no impact to claims, eligibility reports or prior authorizations. If you have questions regarding the information contained in this update, refer to the frequently asked questions attached or 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
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES
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provider.healthnetcalifornia.com
IFP – Community Care HMO, PPO, PureCare HSP, PureCare One EPO
1-888-926-2164
provider.healthnetcalifornia.com
Medicare (individual)
1-800-929-9224
provider.healthnetcalifornia.com

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provider.communications@healthnet.com
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Single Member ID on the IFP and Individual MA Provider Portal Frequently Asked Questions

1. What has changed and why?

We have received a tremendous amount of provider feedback regarding the confusion on the Individual Family Plan (IFP) and individual Medicare Advantage (MA) provider portal at provider.healthnetcalifornia.com caused by displaying more than one member identification (ID) number. As such, effective October 11, 2018, the provider portal will display only one member ID number, which aligns with the member ID number displayed on the member's ID card.

2. What ID number will I use when performing an eligibility search on the Health Net provider portal at provider.healthnetcalifornia.com?

You will use the member ID number displayed on the member's ID card, which is also the same ID number displayed on the Health Net provider portal.

3. What member ID number will I use when submitting claims?

You will use the member ID number displayed on the member's ID card, which is also now the same number displayed on the Health Net provider portal.

4. What will happen to previously submitted claims that included a different member ID number?

Your claim will continue to be processed as normal. There is no impact to claims submitted with the second member ID number that will no longer display on the Health Net provider portal at provider.healthnetcalifornia.com.

5. Will this affect the prior authorizations submission process?

No. There is no impact to prior authorization submissions. The process remains as is.

6. Will current prior authorizations submitted utilizing a different member ID number be impacted?

No. Prior authorizations recently submitted using the second member ID number that is no longer visible on the Health Net provider portal will continue to be processed as normal.

7. Will I need to do anything differently on the Health Net provider portal?

You will utilize the member ID number that reflects on the member's ID card to perform all transactions on the provider portal, provider.healthnetcalifornia.com. This number is the same number displaying on the Health Net provider portal.