

# PROVIDER Update



Health Net®

CONTRACTUAL | NOVEMBER 6, 2018 | UPDATE 18-796 | 1 PAGE

## UC Blue and Gold HMO Plan Members Transitioning to MHN

*Behavioral health services through MHN start on January 1, 2019*

Health Net of California, Inc. (Health Net) is notifying participating physician groups (PPGs) that, effective January 1, 2019, University of California (UC) Blue & Gold HMO (formerly Health Net Blue & Gold HMO) plan members are transitioning from Optum® to MHN, Health Net's behavioral health subsidiary, for behavioral health services.

MHN specializes in managing inpatient and outpatient treatment for behavioral health and substance abuse care.

UC Blue & Gold members may self-refer by contacting MHN customer service at 1-800-663-9355, Monday through Friday, 8:00 a.m. to 8:00 p.m. Pacific time (PT), or the PPG or primary care physician (PCP) may facilitate the referral. UC Blue & Gold members may also call the telephone number listed on the back of the member's identification (ID) card.

### ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://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](mailto:provider_services@healthnet.com) within 60 days at:

Line of Business	Telephone Number	Provider Portal
HEALTH NET EMPLOYER GROUP HMO (BLUE & GOLD PLAN)	1-800-641-7761	<a href="http://provider.healthnet.com">provider.healthnet.com</a>

### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### LINES OF BUSINESS:

- HMO (Blue & Gold)
- 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](mailto:provider_services@healthnet.com)  
1-800-641-7761  
[provider.healthnet.com](http://provider.healthnet.com)

### PROVIDER COMMUNICATIONS

[provider\\_communications@healthnet.com](mailto:provider_communications@healthnet.com)  
[healthnet.com](http://healthnet.com)  
fax 1-800-937-6086