

PROVIDER Update



Health Net®

CONTRACTUAL | DECEMBER 30, 2019 | UPDATE 19-1013 | 1 PAGE

Send Prior Authorization Requests for Musculoskeletal Surgical Procedures to Health Net

Process changes for these procedures are pending approval from the regulator

You were previously notified to request prior authorization for musculoskeletal procedures from TurningPoint Healthcare Solutions, LLC, starting January 1, 2020. This was communicated in provider update, 19-848, *Changes to Prior Authorization Process and Requirements for Musculoskeletal Surgical Procedures*, distributed on October 25, 2019.

At this time, please continue to send your prior authorization requests to Health Net for Medi-Cal fee-for-service (FFS) members ages 21 and over, Direct Network HMO, Point of Service (POS), and PureCare HSP Health Net members.

Health Net* will send a new notification when prior authorization for certain musculoskeletal inpatient and outpatient surgical procedures should be sent to TurningPoint, instead of Health Net.

Additional information

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 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

provider_services@healthnet.com

provider.healthnet.com

Health Net Employer Group HMO, POS & HSP

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO & PureCare HSP

1-888-926-2164

provider.healthnetcalifornia.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

[provider.communications@](mailto:provider.communications@healthnet.com)

healthnet.com

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