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<Entity Name>
<First name> <Last name>, <Title> *or* Administrator
<Address>
<City>, <State> <ZIP>

ATTENTION!

Health Net contact information for nonparticipating hospitals requesting authorization for post-stabilization services

Dear <Title>. <Last Name> *or* Administrator:

Pursuant to California Health and Safety Code sections 1262.8 and 1371.4, a nonparticipating hospital is required to obtain authorization for post-stabilization care from a health care service plan, such as Health Net,* once a patient who is an enrollee of the health care service plan is stabilized¹ after presenting with an emergency medical condition. Authorization is required for both outpatient and inpatient post-stabilization care.

This request for authorization requirement applies only to a hospital whose patient is an enrollee of a Health Net HMO (both commercial and Medi-Cal), Point of Service (POS) or Health Service Plan (HSP). The request for authorization is required once the patient is stabilized following emergency treatment and the hospital seeks authorization for post-stabilization care, and the services of the hospital are not subject to a written *Provider Participation Agreement (PPA)* between the hospital and Health Net for the applicable member's plan.

A request for authorization must be made via telephone to Health Net's Hospital Notification Unit at **1-800-995-7890, option 1**. Under Health and Safety Code section 1262.8(b)(3), a hospital is required to provide Health Net with the treating physician and surgeon's diagnosis and any other relevant information reasonably necessary for Health Net to make a decision to authorize post-stabilization care or to assume management of the patient's care by prompt transfer. A hospital's contact with any other Health Net telephone or fax number, or the patient's participating physician group (PPG), to request authorization to provide post-stabilization care does **not** satisfy the requirements of the above laws. Do not contact the patient's PPG or any other Health Net telephone or fax number to request Health Net's authorization for post-stabilization care.

Health Net may contest or deny claims for post-stabilization care following treatment in the emergency department or following an admission through a hospital's emergency department where Health Net does

¹A patient is "stabilized" or "stabilization" has occurred when, in the opinion of the treating provider, the patient's medical condition is such that, within reasonable medical probability, no material deterioration of the patient's condition is likely to result from, or occur during, the release or transfer of the patient.

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not have a record of the hospital's required telephone call requesting post-stabilization authorization or a record that Health Net provided the hospital with an express authorization for such services.

If a patient's Health Net identification (ID) card indicates enrollment through Medi-Cal, the member is under age 21, and services are related to a California Children's Services (CCS)-eligible condition, the hospital should call Health Net's post-stabilization contact number at **1-800-995-7890, option 1** and immediately seek authorization for treatment from CCS by faxing a Service Authorization Request (SAR) with medical records to the local county CCS office. If your facility is not CCS-approved, the member must transfer to a CCS-approved facility. Health Net cooperates with hospitals that seek CCS authorization for treatment but does not provide authorization for services for which CCS is financially responsible.

Below is Health Net's 24-hour post-stabilization contact number to be used by nonparticipating hospitals to notify Health Net once a patient who is enrolled in a Health Net HMO, POS, HSP, or Medi-Cal plan is stabilized, and to initiate a request for authorization of additional services.

Sincerely,



David Haddad, MD, MBA
Vice President and Senior Medical Director



Alex Chen, MD
Chief Medical Officer

-----SAVE AND POST THIS CONTACT INFORMATION-----

Health Net Hospital Notification Unit Contact Information

Please use the telephone number below to notify Health Net of stabilized patients and to request authorization for additional services. Failure to contact Health Net may result in Health Net's contesting or denying claims for reimbursement. A hospital's contact with any other Health Net telephone or fax number or the enrollee's participating physician group (PPG) to request authorization to provide post-stabilization care does **not** satisfy the requirements of applicable laws. Do not contact the patient's PPG or other Health Net telephone or fax number to request Health Net's authorization for post-stabilization care.

Hospital Notification Unit Telephone Number	
Health plan	Telephone number
All Health Net lines of business*	1-800-995-7890, option 1

*If a patient's Health Net identification (ID) card indicates enrollment through Medi-Cal, the member is under age 21, and services are related to a California Children's Services (CCS)-eligible condition, the hospital should call the Health Net post-stabilization contact number and immediately seek authorization from CCS by faxing a Service Authorization Request (SAR) with medical records to the local county CCS office. If your facility is not CCS-approved, the member must transfer to a CCS-approved facility. Health Net cooperates with hospitals that seek CCS authorization for treatment, but does not provide authorization for services for which CCS is financially responsible.