



Feedback Needed – 2019 Provider Satisfaction Survey

Take a few minutes and let us know how we can provide better service to you as a health plan

Starting mid-September, randomly selected providers will receive the annual Provider Satisfaction Survey. SPH Analytics, an independent research firm, will conduct the survey. If you receive this survey, please take a few minutes to complete and respond via mail, online or telephone.

Survey responses help Health Net* measure its success in providing services for providers. The results of the survey also help direct administrative and operational changes to the plans, and assist Health Net in identifying strengths as well as areas for improvement.

Additional information

Providers are encouraged to access Health Net's 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 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
CAL MEDICONECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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Los Angeles County – 1-855-464-3571
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PROVIDER COMMUNICATIONS

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