California

# **PROVIDER***Update*

**NEWS & ANNOUNCEMENTS** 

**SEPTEMBER 17, 2019** 

) | UPDATE 19-740

# 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 MEDICONNECT PROVIDERS:

Physicians

- Participating Physician Groups
- Hospitals
- Ancillary Providers

### **PROVIDER SERVICES**

provider\_services@healthnet.com Los Angeles County – 1-855-464-3571 San Diego County – 1-855-464-3572 www.healthnet.com

PROVIDER COMMUNICATIONS provider.communications@ healthnet.com

<sup>\*</sup> Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments. OTH035096EW00 (9/19)