



Choose the Right Address for Provider Disputes Sent on Behalf of a Member

Send these requests to the Member Appeals and Grievances Department

A provider dispute that is submitted on behalf of a member for services that have not been rendered is considered a member appeal. These are processed by the Member Appeals and Grievances (A&G) Department.

Providers may submit member appeals using the Provider Dispute Resolution Request form. **Note:** The form does not have the correct address and fax number for member appeals. For A&G to process the dispute, send or fax the form to:

Commercial (HMO, HSP, PPO, and EPO)

Address	Health Net Member Appeals and Grievances Department PO Box 10348 Van Nuys, CA 91410-0348
Fax	1-877-831-6019

Medi-Cal

Address	Health Net Medi-Cal Member Appeals and Grievances Department PO Box 10348 Van Nuys, CA 91410-0348
Fax	1-877-713-6189

Additional information

Additional information about appeals and dispute resolution is available on Health Net's provider website at provider.healthnet.com in the Provider Library under *Operations Manuals > Dispute Resolution, Organization Determinations and Appeals*.

Individual & Family Plan (IFP) providers must access the provider website at provider.healthnetcalifornia.com > *Resources > Contractual > Go to the Provider Library > Operations Manuals > Dispute Resolution > Organization Determinations and Appeals*.

The Provider Dispute Resolution Request form is also available in the Provider Library under *Forms > Provider Dispute Resolution Request – Commercial and Medi-Cal*.

Note: Do not send a member appeal using the address on the form. Use the appropriate Member A&G address or fax number listed above.

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

EnhancedCare PPO (IFP)

1-844-463-8188
provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188
provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761
provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164
provider.healthnetcalifornia.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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