

# PROVIDER Update



Health Net®  
COMMUNITY SOLUTIONS

NEWS & ANNOUNCEMENTS

DECEMBER 4, 2019

UPDATE 19-935

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## Submit Additional Claims Info to PPG When PPG Is Financially Responsible

### Avoid delays by correctly routing requested info

As a reminder, if a member is associated with a delegated participating provider group (PPG) and the PPG is responsible for claims payment, submit additional documentation (such as medical records) to the PPG, not to Health Net,\* when such information is requested by the PPG for their delegated claims processing.

#### Additional information

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://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](mailto: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

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)  
Los Angeles County – 1-855-464-3571  
San Diego County – 1-855-464-3572  
[www.healthnet.com](http://www.healthnet.com)

#### PROVIDER COMMUNICATIONS

[provider\\_communications@healthnet.com](mailto:provider_communications@healthnet.com)

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