

Help Medi-Cal Members Get the Specialty Care They Need

Health Net* Medi-Cal members assigned to a Direct Network primary care physician (PCP) or a Direct Network Federally Qualified Health Center (FQHC) can go to **any Direct Network specialist** contracted with Health Net for Medi-Cal.

Health Net is responsible for providing the medical management guidelines for members assigned to Direct Network PCPs and FQHCs. For services that require prior authorization, refer to the Medi-Cal Prior Authorization Requirements on the Health Net provider website. Go to provider.healthnet.com, then select *Working with Health Net > Services Requiring Prior Authorization*. **Prior authorization is not required for the initial specialist consult.**


- Participating **specialists contracted for Health Net Medi-Cal** may receive referrals from Direct Network PCPs or FQHCs for **Health Net Medi-Cal members**.


To find out if you should provide care to a Health Net Medi-Cal member, refer to the member identification (ID) card. See sample card below.

Medi-Cal Direct Network

For PCPs participating directly with Health Net, the card will indicate **“Direct Network: San Diego”** as the participating physician group (PPG).

For FQHCs, the card will indicate the name of the FQHC as the PPG and PCP.

		Health Net Member Services is available 24 hours a day, 7 days a week Member Services & Mental Health Benefits 1-800-675-6110 (TTY: 711) Nurse Advice Line 1-800-675-6110 (TTY: 711) Member Portal www.healthnet.com 24/7 Video Doctor Appointment www.babylonhealth.com/us/hnmc	
Name FIRST MI LASTNAME CIN [XXXXXXXXXX]	Issue Date [MM/DD/YY] Enrollment Date [MM/DD/YY]	If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital. See your PCP for non-emergency health needs like colds, minor infections or illnesses, or treatment for ongoing health needs. Do not go to the emergency room routine health care.	
Physician Group and PCP [PPG NAME] [PCP OR CLINIC NAME] [PCP STREET ADDRESS] [PCP CITY STATE ZIP + 4] PCP PHONE: [X-XXX-XXX-XXXX]	Health Net only covers medical and hospital services provided or authorized by your Participating Physician Group (PPG). To change your PPG or Primary Care Provider (PCP), call Health Net Member Services at 1-800-675-6110 / TTY: 711 or visit www.healthnet.com .	Providers Call for Eligibility and authorization: 1-800-675-6110. Medi-Cal RX Help Line: 1-800-977-2273 To report, or request approval for, inpatient admits, call: 1-800-995-7890	
Effective date with PCP: [MM/DD/YY] Office Copay: \$0	Health Net Community Solutions	Prior Authorization: Primary Care Physician referral in advance is required for most non-emergency services by contracting providers. Emergency services rendered to the member by non-Health Net providers are reimbursable by Health Net without prior authorization. This card is for identification only. It does not verify eligibility. Mail all claims to: Health Net of California – Medicaid, PO Box 9020, Farmington, MO 63640-9020.	
Rx BIN 022659 Rx PCN 6334225			

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(continued)

Key features and responsibilities

Follow these guidelines:

PPG's name on member ID card	See sample ID cards on page 1.
Medical management	Call Health Net at 800-675-6110.
Referrals	Use any Medi-Cal Direct Network: San Diego-affiliated provider. PCP referral required.
Prior authorization	Adhere to Health Net's prior authorization requirements and submit request as follows: <ul style="list-style-type: none">• Online: provider.healthnetcalifornia.com• Fax: 800-743-1655 for Medi-Cal• Phone: To contact us by phone about prior authorization for Medi-Cal plans, call 800-421-8578.
Claims submission	Submit claims for Medi-Cal members to Health Net by either method below: <ul style="list-style-type: none">• Electronic claims: provider.healthnetcalifornia.com• Paper claims: Health Net Medi-Cal Claims P.O. Box 9020 Farmington, MO 63640-9020