

PROVIDER Update



NEWS & ANNOUNCEMENTS

SEPTEMBER 15, 2022

UPDATE 22-652

2 PAGES

Improved Names for IFP Ambetter Network

Identify your patients faster with easier Ambetter from Health Net IFP network names

Effective January 1, 2023, Ambetter from Health Net's Individual & Family Plans (IFP) network names are changing. This change eliminates different network names for Ambetter from Health Net; making it easier to identify Ambetter from Health Net members.

See which network names are impacted

IFP 2022 Network names	2023 Network name
EnhancedCare PPO	Ambetter PPO
CommunityCare HMO	Ambetter HMO

Help your patients with Provider Search

Reference to the prior network names, CommunityCare and EnhancedCare, will be removed. Effective January 1, 2023, your patients can look up providers on Provider Search using Ambetter PPO or Ambetter HMO as applicable.

2023 sample ID card

New member identification (ID) cards are going out in the month of October. Network name changes to Ambetter PPO or Ambetter HMO will be made as applicable.



Member name [FIRST MI LAST NAME]
Subscriber [FIRST LAST NAME]
Effective date [MM/DD/YYYY]
Plan [XXX] Including Metallic Level and Actuarial Number

Health Net of California, Inc.
(Copays may apply after deductible)

PCP Visit \$XX Specialist Visit \$XX ER \$XXX Urgent Care \$XX Babylon \$XX

(Deductibles may apply)	Individual/Family (In Network)	Individual/Family (Out of Network)
RX Deductible	\$X,XXX/\$X,XXX	Not covered, except for emergency or urgent care and services approved by Health Net.
Deductible	\$X,XXX/\$X,XXX	
Out of Pocket Max	\$X,XXX/\$X,XXX	

In an emergency, call 911 or go to the nearest emergency care center

IFP Ambetter HMO network
Member ID# [R/Uxxxxxxxx]
Effective date with PPG [MM/DD/YYYY]
Physician Group and PCP
[PPG NAME]
[PPG# [MXXX]]
[PPG PHONE NUMBER]
[PCP NAME]
[PCP Street Address]
[PCP City, State Zip]
[PCP Phone number]

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter EPO
 - Ambetter HSP
- Employer Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

**Ambetter from Health Net IFP
EnhancedCare PPO – 844-463-8188
Ambetter from Health Net IFP
CommunityCare HMO, PPO, PureCare HSP,
& PureCare One EPO – 888-926-2164**

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Additional information

Relevant sections of Health Net’s provider operations manuals will be revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library after logging in to Health Net’s provider website at provider.healthnetcalifornia.com > Provider Library under Quick Links, or go directly to providerlibrary.healthnetcalifornia.com.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Current line of business	January 1, 2023 Line of business	Phone number	Email address
IFP EnhancedCare PPO	Ambetter PPO	844-463-8188	provider_services@healthnet.com
IFP CommunityCare HMO	Ambetter HMO	888-926-2164	