

# PROVIDER Update



NEWS & ANNOUNCEMENTS

OCTOBER 26, 2022

UPDATE 22-853

3 PAGES

## Details on 2023 Plan Transitions and Retirements

### Understand the impacts to your patients effective January 1, 2023

Starting January 1, 2023, Health Net\* is streamlining our 2023 Commercial plan offerings. For details on the impacted plans and what member options will be in 2023, refer to the Impacts to Plans for 2023 grid on page 2.

#### How do these changes impact you?

There are no operational, business integration or contract changes. Your business will continue under the terms of your current Health Net *Provider Participation Agreement (PPA)*. If there are any administrative changes in the future, we will notify you. Additionally, addresses, phone numbers, appeals and balance billing information remain the same.

#### How to help your patients

Impacted IFP members have already been notified. Employer group members will be notified as part of their renewal cycle throughout 2023.

Should your patient come to you with questions follow the steps below.

1. Identify which plan the member is on by referring to their 2023 ID card. Sample ID card is provided on page 3.
2. Then refer to the chart below.

If the member is:	Then refer them to:
On Small business group or Large business group	Their employer Human Resources Department. As the member's employer will decide on the employee's new plan options upon renewal.
IFP	The Health Net Member Services number on the back of the member's ID card.

#### 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

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**Ambetter from Health Net IFP**  
**EnhancedCare PPO** – 844-463-8188  
**Health Net Employer Group HMO, POS, HSP, PPO, & EPO** – 800-641-7761  
**Ambetter from Health Net IFP**  
**CommunityCare HMO, PPO, PureCare HSP, & PureCare One EPO** – 888-926-2164

#### PROVIDER PORTAL

provider.healthnetcalifornia.com

#### PROVIDER COMMUNICATIONS

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## Impacts to Plans for 2023

IF the member is on...	And the 2022 product is...	Then the 2023 product status is...	And members will be...
<b>Individual &amp; Family Plan</b> (Through Covered California and directly through Health Net)	Ambetter PPO (from Health Net Life Insurance Company)	January 1st the Ambetter PPO product is offered only through Health Net of California, Inc.	Offered enrollment into Health Net of California, Inc. Ambetter PPO product.
<b>Individual &amp; Family Plan</b> (Through Covered California and directly through Health Net)	Ambetter EPO	Retired as of January 1st	<u>On Exchange</u> : Enrolled in new plans by Covered California  <u>Off Exchange</u> : Where available, given the option to enroll in Health Net of California, Inc. Ambetter PPO or Ambetter HMO products.
<b>Individual &amp; Family Plan</b> (Through Covered California and directly through Health Net)	Ambetter HSP	Retired as of January 1st	Where available, enrolled into Ambetter HMO products or offered enrollment into Health Net of California, Inc. Ambetter PPO product.
<b>Individual &amp; Family Plan</b>	Full Network PPO	Retired as of January 1st	Where available, given the option to enroll in Health Net of California, Inc. Ambetter PPO or Ambetter HMO product.
<b>Small Business Group</b>	Full Network PPO	Health Net Life Insurance Company PPO plan not offered upon employer group renewal	Upon renewal, moved to Full Network PPO product through Health Net of California, Inc.
<b>Covered California for Small Business Group</b>	Full Network PPO CCSB	Health Net Life Insurance Company PPO CCSB plan not offered upon employer group renewal	Enrolled in new plans by Covered California.
<b>Small Business Group</b>	EnhancedCare PPO	Plan not offered upon employer group renewal	Upon renewal, given the option to choose other employer group products offered by Health Net of California, Inc.
<b>Small Business Group</b>	PureCare HSP	Plan not offered upon employer group renewal	Upon renewal, given the option to choose other employer group products offered by Health Net of California, Inc.
<b>Large Business Group</b>	Full Network PPO	Health Net Life Insurance Company PPO plan not offered upon employer group renewal	Upon renewal, moved to Full Network PPO product through Health Net of California, Inc.
<b>Large Business Group</b>	EPO	Plan not offered upon employer group renewal	Upon renewal, given the option to choose other employer group products offered by Health Net of California, Inc.
<b>Large Business Group</b>	Indemnity (FlexMed/FlexNet)	Plan not offered upon employer group renewal	Upon renewal, given the option to choose other employer group products offered by Health Net of California, Inc.

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## 2023 ID Card samples

### Individual & Family Plan Off Exchange



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

#### IFP Ambetter HMO network

**Member ID#** [R/Uxxxxxxxxx]

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]

### Individual Exchange /Covered California



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

#### IFP Ambetter PPO network

**Member ID#** [R/Uxxxxxxxxx]

Effective date with PCP [MM/DD/YYYY]

#### Primary Care Physician Information

[PCP ID]  
[PCP NAME]  
[PCP Street Address]  
[PCP City, State Zip]  
[PCP Phone number]