

# PROVIDER Update



NEWS & ANNOUNCEMENTS | NOVEMBER 1, 2023 | UPDATE 23-1092 | 2 PAGES

## Exciting Announcement: Health Net Offers Ambetter HMO Plans in Imperial Valley!

**As a reminder, you are already contracted for Ambetter HMO, and you will be reflected in Health Net's Ambetter HMO directory.**

We are thrilled to inform you that starting January 1, 2024, Health Net\* will be offering individual and health insurance marketplace Ambetter HMO plans (formerly known as "CommunityCare HMO") in Imperial County. Whether through Covered California or directly with Health Net, individuals in this area now have access to Ambetter HMO plans.

As a health care provider, you are already contracted for Ambetter HMO, and you are able to provide treatment to these new and existing members as an in-network physician or provider. Your participation is based on the terms of your current Health Net fee-for-service (FFS) *Provider Participation Agreement (PPA)*.

### Help Ambetter HMO members get the care they need

Refer to the attached flyer to view a sample member identification (ID) card and learn more about the Ambetter HMO plan.

### 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 on Health Net's provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) > *Provider Library* under Quick Links, or go directly to [providerlibrary.healthnetcalifornia.com](http://providerlibrary.healthnetcalifornia.com).

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), by phone or through the Health Net provider portal as listed in the right-hand column.

### THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### LINES OF BUSINESS:

- IFP
  - Ambetter HMO

### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

**Ambetter from Health Net IFP**

**Ambetter PPO – 844-463-8188**

**Ambetter HMO – 888-926-2164**

### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

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# Help Ambetter HMO Members Get the Care They Need

Ambetter HMO (formerly known as CommunityCare HMO) members can go to any Ambetter HMO Direct Network specialist – whether assigned to a Direct Network primary care physician (PCP) or assigned to a PCP through a participating physician group (PPG).

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

## Identifying members

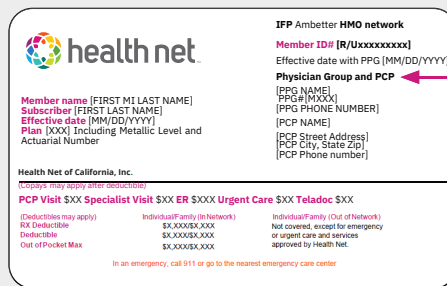


www.myhealthnetca.com  
Customer Contact Center  
Mental Health Benefits  
24-hour Nurse Advice  
Virtual Doctor Visits

1-800-839-2172  
1-888-426-0030  
1-800-993-5597  
www.Teladoc.com

Pharmacy Help Desk 1-800-600-0180  
RXBIN: 004336 RxPCN: ADV RxGRP: RXS466  
Processors: Caremark Pharmacy Claims  
Health Net Commercial Claims  
Payer ID 68069 PO Box 9040, Farmington, MO 63640-9040  
Inpatient Admissions 1-800-995-7890  
Providers Contact Center 1-877-857-0701  
Mental Health Claims - MHN  
Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621

MultiPlan  
Access may vary



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

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.  
Coverage may vary by plan and location.

PCP Visit \$XX Specialist Visit \$XX ER \$XXXX Urgent Care \$XX Teladoc \$XX

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

The card will include the **specific PPG name** for members assigned to a PCP through a PPG. For PCPs participating directly with Health Net\*, the card will indicate **“Direct Network So. Calif.”** as the PPG.

## Key features and responsibilities

Follow these guidelines if you provide care to Ambetter HMO members.

	Direct Network: So. Calif. or Essential Community Providers	PCP affiliated with a PPG (excludes the Exception PPGs <sup>1</sup> )	PCP affiliated with the Exception PPGs <sup>1</sup>
PPG name on member ID card	“Direct Network: So. Calif.” is printed on card. <b>For essential community providers (ECPs):</b> The specific name of the ECP is printed on the card as both PPG and PCP and the PPG ID ends with an “E”	The name of the specific PPG is printed on card.	
Medical management	Call Health Net		Call PPG
Referrals	Use any Direct Network: So. Calif. affiliated provider. No referral form is required.	You can refer members to any Direct Network: So. Calif. affiliated provider. Use Health Net’s online directory to confirm a provider is affiliated with a member’s PPG or Dir. Network: So. Calif.	Use PPG-affiliated providers who participate in Ambetter HMO. Follow PPG referral procedures. <sup>1</sup>
Prior authorization (PA)	<b>Adhere to Health Net’s PA requirements and submit request as follows:</b> <b>Online:</b> provider.healthnetcalifornia.com <b>Fax:</b> 844-694-9165 <b>Phone:</b> 800-977-7282		<b>Use PPG-affiliated providers</b> participating in Ambetter HMO. Follow PPG referral procedures.
Claims submission	Submit claims to Health Net by either method below: <b>Electronic claims:</b> provider.healthnetcalifornia.com <b>Paper claims:</b> Health Net Commercial Claims PO Box 9040 Farmington, MO 63640-9040		Submit claims to <b>PPG</b>

<sup>1</sup>Exception PPGs: Beaver Medical Group, Cassidy Medical Group, Healthcare LA IPA, Heritage Provider Network, Primary Care Associates Medical Group, PrimeCare Health Network, Redlands – Yucaipa Medical Group

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