

PROVIDER Update



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Attention: New Look for Members' Online Co-insurance Payment Information

Medicare Schedule of Benefits is changing to Summary of Benefits in 2024

January 1, 2024, brings new changes to individual Wellcare By Health Net plans to make it easier to locate member information. Members' co-insurance payment information has a new look and name when you log in to the provider portal.

More about the change and the affected plans

The Health Plan's Summary of Benefits will replace the Schedule of Benefits and include the same benefit and co-insurance payment information. The Summary of Benefits is the same as the approved Centers for Medicare & Medicaid Services member-facing materials.

This change applies to all Medicare HMO, PPO, D-SNP, and C-SNP plans for contracts H0562, H3561 and H7360.

Name change update on the portal

The provider portal will be updated during the first quarter of 2024 so you can select *Summary of Benefits* after you log in.

Until the system is updated, continue to select *Schedule of Benefits* on the left-hand side when you log in to the provider portal. Then select the 'Schedule of Benefits' link on the page which directs you to the member's Summary of Benefits shown on page 2.

Additional information

Relevant sections of Health Net's provider operations manuals have been 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 > *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 Provider Services Center at 800-929-9224

THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)

PROVIDER SERVICES

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**Medicare (individual & employer group)
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PROVIDER PORTAL

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PROVIDER COMMUNICATIONS

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Example: Selecting 'Summary of Benefits' on the provider portal post login.

