



# Verifying Eligibility

Individual and Family Plans

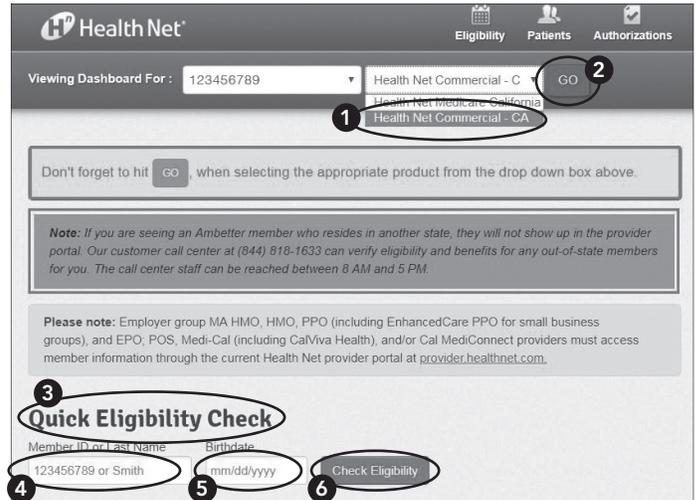
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## Verifying member eligibility

Log in to the new secure Health Net\* provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com), and follow the steps below to verify Individual and Family Plans (IFP) member eligibility. There are two options for verifying eligibility. The second option allows the provider to change the date of service.

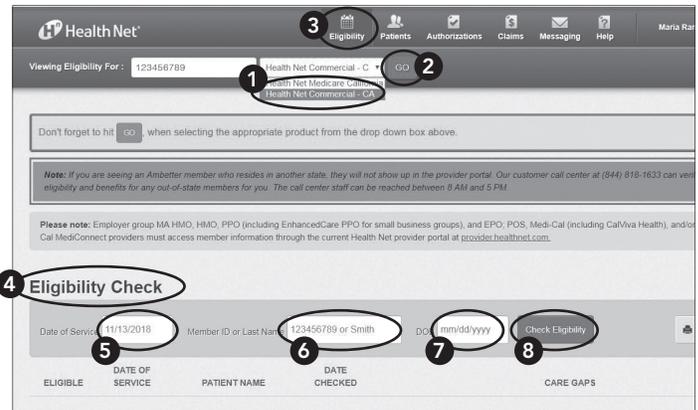
### Option 1

- 1 Use the drop-down menu to choose *Health Net Commercial – CA*.
- 2 Select *Go*.
- 3 Use the Quick Eligibility Check.
- 4 Enter the member's identification (ID) number (or the member's last name).
- 5 Enter the member's date of birth (DOB).
- 6 Select *Check Eligibility* to view the member's information.



### Option 2

- 1 Use the drop-down menu to choose *Health Net Commercial – CA*.
- 2 Select *Go*.
- 3 Select *Eligibility* at the top.
- 4 Use the Eligibility Check.
- 5 Change the date of service (DOS) if you need to verify a DOS for a prior date.
- 6 Enter the member's ID number or the member's last name.
- 7 Enter the member's DOB.
- 8 Select *Check Eligibility* to view the member's information.




Verify eligibility at  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com).

(continued)



If the IFP member status is not found on the Health Net provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com), confirm that the member has an IFP.

## Tips

- Include the “R” ID number; use only the letter and numbers listed (R12345678). Do not use MM1 or FS1.
- Include the full “U” ID number as displayed with the first letter and all numbers listed (such as U1234567801 or U1234567802 as listed on the card).
- If searching by last name, include the suffix, such as Jr., as listed on the member’s ID card.
- Remember to also include the DOB since this is a required field.
- If the complete member ID number and DOB were entered and this does not provide eligibility status for the specific member you are verifying, try using the last name and DOB instead.
- If the IFP member status is not found on the Health Net provider portal at [healthnetcalifornia.com](http://healthnetcalifornia.com), confirm that the member has an IFP. If the member has an employer group commercial plan, then verify member eligibility through the original Health Net provider portal at [provider.healthnet.com](http://provider.healthnet.com).

## Viewing Eligibility Check

1 The green thumbs-up indicates the member is eligible as of today’s date or the date of service (DOS) entered for the member. (Only enter the DOS if it is not today’s date.) If a thumbs-down appears, it means that the member is not eligible for that date of service, or you may be using the incorrect provider portal based on the member’s plan type.

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS	
	11/13/2018	Jane Doe	11/13/2018		

- 2 The patient name and date checked appear.
- 3 Care gaps are also included, if available.
- 4 An emergency room visit may be added to alert case managers of the member’s recent activity, if applicable.
- 5 There is an option to also print the eligibility information for your records.
- 6 Select the hyperlink, which is the member’s name, for additional patient information.
- 7 If you need to verify eligibility for another member, enter the member’s ID number (or the member’s last name) and DOB, and select *Check Eligibility*.
- 8 **Optional:** Participating physician groups (PPGs) may complete eligibility checks for members currently included in their group. If the member is not eligible, use the *Remove* button to delete that member before printing the list of eligible members.