

CONTRACTED PROVIDER AUTHORIZATION/BILLING FAQS

DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS <i>(links to plan-specific provider materials)</i>
Cal MediConnect Program Lead	NAME: Martha Santana-Chin PHONE: 818-543-9140 EMAIL: Martha.x.santana-chin@healthnet.com	Log on to: Health Net Provider Portal 1. Go to Provider.healthnet.com 2. Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page 3. Click on "Provider Orientation" Health Net's Provider Portal allows PCPs to find member-specific info as well as program forms and instructions
Provider Network Management <ul style="list-style-type: none"> Contracting 	NAME: Rhina Carrillo PHONE: 818-543-9049 EMAIL: Rhina.Carrillo@healthnet.com	For a list of PPG - specific contracting contacts, please go to: 1. Go to Provider.healthnet.com 2. Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page 3. Click on "Provider Orientation" 4. Select "External_Delegated PPG and Hospital Placemat"
Delegation Oversight <ul style="list-style-type: none"> Delegation 	NAME: Health Net Delegation Oversight Department PHONE: 909-890-4135 EMAIL: provider.oversight@healthnet.com	
Authorizations <ul style="list-style-type: none"> Prior authorizations Converting TARs to plan authorizations 	NAME: Health Net Prior Authorization Department PHONE: 800-977-7282 FAX: 800-793-4473	For a list of PPG/ Hospital - specific authorization contacts, please go to: 1. Go to Provider.healthnet.com 2. Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page 3. Click on "Provider Orientation" 4. Select "External_Delegated PPG and Hospital Placemat"

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<p>Claims/Billing</p> <ul style="list-style-type: none"> • Submitting claims • Receiving payments 	<p>NAME: Member Services</p> <p>PHONE: 855-464-3571</p> <p>HOURS: 24/7</p>	<p>Health Net Submission:</p> <p>Health Net accepts and encourages the submission of electronic claims. To submit an electronic claim use payer ID 95567. No registration is required. Health Net accepts electronic claims through clearinghouses and contracts with Carpario (now Emdeon) Emdeon (WebMD) and MD On-Line. To register for electronic payments, visit the Health Net Provider Portal (www.healthnet.com/edi)</p> <p>You may also submit a claim by mailing it to: Health Net Medicare P.O. Box 14703 Lexington, KY 40512</p> <p>Health Net PAYMENTS Health Net uses Bank of America and Citibank to pay claims electronically.</p> <p>PPG/ Hospital Claims</p> <p>For a list of PPG/ Hospital - specific claims contacts, please go to:</p> <ol style="list-style-type: none"> 1. Go to Provider.healthnet.com 2. Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page 3. Click on "Provider Orientation" 4. Select "External_Delegated PPG and Hospital Placemat"
<p>Long-Term Services & Supports Providers</p> <ul style="list-style-type: none"> • LTSS care management • LTSS contracting • LTSS authorizations 	<p>NAME: Public Programs Department</p> <p>PHONE: 800-526-1898</p> <p>FAX: 866-922-0783</p> <p>HOURS: M-F, 8am- 5pm</p>	<p>Log on to: Health Net Provider Portal</p> <ol style="list-style-type: none"> 1. Go to Provider.healthnet.com 2. Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page

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		3. Click on "Provider Orientation" LTSS referral forms and resources are available
Behavioral Health <ul style="list-style-type: none"> BH care management BH delegation BH authorizations 	NAME: MHN Direct Services Help Line PHONE: 800-289-2040 HOURS: 5am – 5pm PST	
Care Management	NAME: Health Net Care Management Department PHONE: 888-732-2730	For a list of PPG - specific case management contacts, please go to: <ol style="list-style-type: none"> Go to Provider.healthnet.com Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page Click on "Provider Orientation" Select "External_Delegated PPG and Hospital Placemat"
Member Services/Member Eligibility <ul style="list-style-type: none"> Member plan eligibility Resources for patients 	NAME: Health Net Cal MediConnect Member Services PHONE: 855-464-3571 (Los Angeles) HOURS: 24/7	Log on to: Health Net Provider Portal <ol style="list-style-type: none"> Go to Provider.healthnet.com Click "Latest News Cal MediConnect Plan (Medicare-Medicaid Plan)" on the bottom left of the page Click on "Provider Orientation"