

PROVIDER Update



Health Net®

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Health Net and Centene Now Combined as One Company

We are pleased to share that as of March 24, 2016, Health Net, Inc. and Centene Corporation have combined as one company. The combination of both companies makes available a leading diversified, multi-state health care organization that provides access to quality, culturally sensitive health care services to more than 10 million members across the country. At this time, there are no changes to the way Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) serve you and coordinate care for members. Policies and operational procedures are currently under review and any future changes related to the merger will be communicated to ensure the transition is seamless and efficient to both providers and members.

Please continue following current policies and procedures as outlined in your Health Net *Provider Participation Agreement* and provider operations manuals, such as for eligibility verification, prior authorization and referrals, claims submission, and grievances and appeals. Provider operations manuals are located in the Provider Library on the Health Net provider website at provider.healthnet.com.

BENEFITS OF THE MERGER

Our combined company provides new opportunities for innovative health care products and specialty service solutions that focus on all segments, including government-sponsored programs, such as Medicaid, Medicare, TRICARE, and Veterans Affairs. In addition, we are committed to serving commercial members through employer-sponsored benefits, individual policies and state health insurance exchanges.

Centene operates health plans in 23 states and offers specialty services, such as the management of behavioral health, vision and pharmacy benefits, and more. In Arizona, Centene's plan is Bridgeway Health Solutions, which serves Medicare Special Needs Plan (SNP) beneficiaries and individuals enrolled in the Arizona Health Care Cost Containment System (AHCCCS).

ADDITIONAL INFORMATION

As always, your participation in our network is appreciated. We look forward to future growth and value your continued relationship.

Providers and their staff members are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at AZ_InternetProviderInquiries@healthnet.com, through the Health Net provider website at provider.healthnet.com or by telephone as listed in the right-hand column.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Advantage Platinum (HMO)
- Advantage Platinum (PPO, POS)
- Medicare Advantage (HMO)

PROVIDER SERVICES

az_internetproviderinquiries@healthnet.com
HMO, PPO, POS, Medicare Advantage – 1-800-289-2818
Health Insurance Marketplace – 1-888-926-1870
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

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