

PROVIDER Update



Health Net®

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2016 Provider Satisfaction Survey

Each year, Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) conduct the Provider Satisfaction Survey. Beginning in June and through the summer, the 2016 survey is being mailed to a random selection of providers. This annual assessment, which takes a few minutes to complete, includes instructions on how to complete and return it.

Health Net strives to meet the needs of participating providers. Providers responding to the survey assist Health Net in measuring those needs and expectations. The results of the survey also help direct administrative and operational changes to the plans and highlight opportunities for improvement. Providers who receive the survey are encouraged to complete and return it as directed.

ADDITIONAL INFORMATION

Providers 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 at:

Line of Business	Telephone Number	Email Address
HMO, PPO, POS, & MEDICARE ADVANTAGE	1-800-289-2818	AZ_InternetProviderInquiries@healthnet.com
HEALTH INSURANCE MARKETPLACE	1-888-926-1870	

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

provider.communications@healthnet.com
fax 1-800-937-6086

Discover Helpful Tools to Support Your Office

The Provider Library online at provider.healthnet.com allows participating providers to quickly access pertinent information to assist in their everyday interaction with Health Net. The Provider Library includes operations manuals, communications (updates and letters), Online News articles, forms, Health Net contact information, and more.