

# PROVIDER Update



Health Net®

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## Changes to Contact Information for Medicare Advantage Pharmacy Prior Authorization Requests

Effective August 22, 2016, Health Net Pharmaceutical Services (HNPS) is changing the Medicare Advantage (MA) prior authorization request contact information to the following:

1-800-867-6564

Fax: 1-800-977-8226

Health Net Pharmaceutical Services  
Attention: Prior Authorization  
PO Box 419069  
Rancho Cordova, CA 95741

Participating MA providers must contact HNPS by telephone, fax or mail for prescription medications that require prior authorization. Prescription medications that require prior authorization are noted in the Health Net *Recommended Drug Lists and Medicare Part D Formulary*, located on the Health Net provider portal at [provider.healthnet.com](http://provider.healthnet.com).

### ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://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](mailto:AZ_InternetProviderInquiries@healthnet.com), through the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com), or by telephone at 1-800-289-2818.

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](mailto:az_internetproviderinquiries@healthnet.com)  
1-800-289-2818  
[www.healthnet.com](http://www.healthnet.com)

NATIONAL PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)  
fax 1-800-937-6086

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## Enroll for Electronic Payment and Remittance

Enroll for electronic remittance advice (ERA) and electronic funds transfer (EFT) to reduce administrative work and check-processing expenses, and expedite payment and remittance receipt. ERA requires you to also enroll with your clearinghouse. Enrollment forms for ERA and EFT are available online at [provider.healthnet.com](http://provider.healthnet.com) under *Working with Health Net > EDI > Transfer Funds Electronically*.