

PROVIDER Update



Health Net®

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Enhancements to the Online Claims Inquiry Tool

Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) offer providers, who are registered with a Health Net provider website account, access to the online claims inquiry tool. The claims inquiry function is designed to provide up-to-date information on claims, such as claim number, billed amount, paid amount, and claims inventory status.

Recent enhancements to the tool allow registered providers to view adjustments applied to previously submitted claims. The online claims inquiry tool now provides more information which enables providers to perform a larger variety of functions, including claims reconciliation.

To utilize these enhanced functions, providers must log in to Health Net's provider website at provider.healthnet.com, then select *Transactions > Claims > Check Claim Status*.

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 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:

- HMO
- PPO
- CommunityCare HMO
- Centene Corporation Employee Self-Insured PPO Plan
- Medicare Advantage (HMO)
- Ambetter from Health Net (Health Insurance Marketplace)

PROVIDER SERVICES

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

NATIONAL PROVIDER COMMUNICATIONS

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

Online Medical Policies

Health Net develops evidence-based medical policies through critical appraisal of current and published peer-reviewed medical literature to support providers in determining medical necessity for specific procedures, equipment and services. Medical policies are located on the Health Net provider website at provider.healthnet.com under *Working with Health Net > Clinical > Medical Policies*.