

PROVIDER Update



NEWS & ANNOUNCEMENTS

MARCH 8, 2024

UPDATE 24-239

3 PAGES

Is the Member with Health Net or Assigned to Molina? Verify Eligibility Through the Health Net Provider Portal

Submit claims and prior authorization requests to the correct health plan

The current eligibility message on the Medi-Cal Automated Eligibility Verification System (AEVS) may not fully describe a participant's Community-Based Adult Services payor. In Los Angeles County, some Health Net* Medi-Cal members may appear only as Health Net but are actually assigned to Health Net's subcontractor, Molina.

For accurate information, verify the eligibility for all your Health Net members on the Health Net provider portal. For members Health Net has assigned to Molina, send authorization requests and claims to Molina.

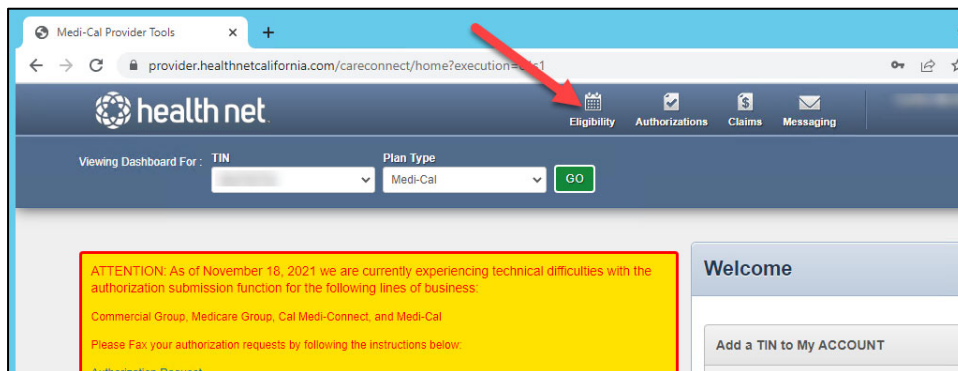
Health Net provider portal account

You must have an account with Health Net to access the secure provider portal and use the eligibility verification function. If you do not have an account, go to provider.healthnetcalifornia.com and select *Create New Account*. Then follow the prompts until registration is complete.

How to verify member eligibility

Follow these steps to verify member eligibility.

Step 1: Log in to provider.healthnetcalifornia.com. Select the applicable line of business from the drop-down menu > *Go*. Then select *Eligibility* at the top of the page.



THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers
- Behavioral Health Providers

LINES OF BUSINESS:

- Medi-Cal
 - Los Angeles
 - Molina

PROVIDER SERVICES

Medi-Cal (including CS and ECM providers)

– 800-675-6110

Behavioral Health providers – 844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Step 2: On the Eligibility page, the date of service will appear as the current day. You may change this if you are looking for retroactive eligibility.

- 1 Populate the Member ID (CIN #) and their date of birth.
- 2 Click *Check Eligibility*.
 - The member's profile will appear under the search bar if found in the system.
- 3 Click on the member's name to access their profile with eligibility information.

Medi-Cal Provider Tools

provider.healthnetcalifornia.com/careconnect/eligibility/bulkChecker

health net

Eligibility Authorizations Claims Messaging

Viewing Eligibility For: TIN Plan Type: Medi-Cal GO

A Health Net member could be assigned to Molina Health Care, a plan partner we work with to provide Medi-Cal coverage in Los Angeles county. For more information about the Health Net – Molina relationship in Los Angeles county, [please click here](#)

The Patient List functionality is currently unavailable. To obtain your groups patient list for ALL Health Net California lines of businesses, please visit [Provider Reports](#) on healthnet.com.

Eligibility Check

1 Date of Service: 02/29/2024 (mm/dd/yyyy)

Member ID or Last Name: 123456789 or Smith

2 Date Of Birth: (mm/dd/yyyy)

Check Eligibility Print

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	RECENT ADT	CARE GAPS	LOG ER VISIT
✓	02/29/2024	>View details	02/29/2024	NO	Annual physician visit for hypertension No flu vaccine in	ER Visit? Remove

Step 3: You will see the following message for a member assigned to Health Net:

Back to Eligibility Check

Overview

Assessments

Health Record

Enhanced Care Management

ADT

Authorizations

Pharmacy PDL

Referrals

Coordination of Benefits

Claims

Document Resource Center

Notes

Overview

1 This patient is eligible as of today, Feb 29, 2024

The provider portal is currently experiencing an issue impacting visibility of Primary Care Physician (PCP) and Participating Provider Group (PPG) contact and demographic information on the eligibility overview screen. If you are being impacted by the issue, please click on PCP or PPG history link below in order to view the members current assigned PCP or PPG.

[Print Eligibility Overview](#)

Patient Information	PCP Information
Name	UNASSIGNED PCP
Gender	
Birthdate	View PCP History
Age	
Member #	
Address	
County: Los Angeles County, California	PPG Information
Redetermination Date: Not Available	Name: DSNP-ALIGNED MEMBER (LA)
Group ID: MCALA1	PPG ID: DU26
Primary Lang:	Address: Dsnp-Aligned Member (La), Woodland Hills, CA 91367
2 Product: Health Net	Phone Number:

You will see the following message for a member assigned to Molina:

[Back to Eligibility Check](#)

Overview

This patient is eligible as of today, 02-29-2024 . This patient is currently assigned to **Molina**. Please visit www.Molina.com to access additional patient information

👍 This patient is eligible as of today, Feb 29, 2024

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[Print Eligibility Overview](#)

Patient Information	PCP Information
Name	Name
Gender	Physician ID
Birthdate	Address
Age	
Member #	
Address	View PCP History
County	
Redetermination Date	
Group ID	
Primary Lang. Spanish	
Product: Molina LA	

PPG Information
Name: MOLINA-ANGELES IPA
PPG ID

Additional information

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110.