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News

20-785 Use Updated Prior Authorization Forms for Easier Completion

Date: 11/13/20

This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

Auto-fill feature helps simplify completing the forms, and ensures you have included all info needed to process your request

Health Net has updated the prior authorization (PA) forms online to include both an inpatient (IP) and outpatient (OP) form for all lines of business. The forms include the same information as before with the following additions:

- An address field for providers to complete.
- Auto-fill fields and the fax number in the upper right corner for ease of use.

Start using the new, updated prior authorization forms today!

Please use the new, updated IP and OP forms to make it easier for you to complete your PA request. Plus, they help ensure Medical Management has your address and other required information to process your request. The updated forms include:

- Inpatient California Health Net Commercial Prior Authorization¹
- Outpatient California Health Net Commercial Prior Authorization¹
- Inpatient California Health Net Medicare Prior Authorization¹
- Outpatient California Health Net Medicare Prior Authorization¹
- Inpatient California Medi-Cal Prior Authorization
- Outpatient California Medi-Cal Prior Authorization

PA requests that you have submitted using PA forms other than the updated forms above will continue to be processed to ensure there is no delay in requests for authorization.

Access prior authorization forms in three ways

1. **Go directly to the provider website** (https://www.healthnet.com/content/healthnet/en_us/providers.html). Select *Working with Health Net* under *Want To Work With Us*, then scroll down and select *Services Requiring Prior Authorization* under *Additional Resources*.
2. **Go directly to the Provider Library** (<https://providerlibrary.healthnetcalifornia.com/>). Select the appropriate line of business, then select *Forms and References* to find and download the IP or OP PA form.
3. **Go to the Provider Library after you have logged on to the provider website.**

FOR A MEMBER ENROLLED IN:	GO TO:	THEN:
Individual MA, IFP CommunityCare, HMO, PPO, PureCare HSP, PureCare One EPO, and EnhancedCare PPO	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	<ol style="list-style-type: none"> 1. Under <i>Welcome</i>, select <i>Resources > Contractual > Go to the Provider Library</i> to select provider type. 2. Select <i>Forms and References</i> to access and download the IP or OP PA form.

<p>Employer group MA HMO, EPO, HMO, POS, HSP, PPO, EPO, and Medi-Cal</p>	<p>Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)</p>	<ol style="list-style-type: none"> 1. From the home page, scroll to the bottom and select the <i>Provider Library</i> tile. 2. Select line of business and go to <i>Forms and References</i> to access and download the IP or OP PA form.
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Additional information

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

LINE OF BUSINESS	TELEPHONE NUMBER	PROVIDER PORTAL	EMAIL ADDRESS
EnhancedCare PPO (IFP)	1-844-463-8188	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	provider_servic (mailto:provide)
EnhancedCare PPO (SBG)	1-844-463-8188	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	provider_servic (mailto:provide)
Medicare (individual)	1-800-929-9224	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	provider_servic (mailto:provide)
Medicare (employer group)	1-800-929-9224	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
Medi-Cal	1-800-675-6110	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	N/A

¹Individual Family Plans (IFPs) and individual Medicare plans are now combined with group plans in the updated forms above.

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- Notice of Privacy Practices (</privacy-practices.html>)

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