

## **Health Net Medicare Advantage HMO SNP Plans Provider Introductory Documentation**

Health Net has a contract with Medicare and the California Medicaid program to offer HMO SNP plan. The Medicaid program in California is known as Medi-Cal. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare.

### **PROVIDERS**

This website will offer the most up-to-date information about Health Net Medicare Advantage network providers in your area. If you have further questions please call our Member Service Department at 1-800-431-9007, from October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, our office hours are 8:00 a.m. to 8:00 p.m., Monday through Friday. On weekends and certain holidays, your call will be handled by our automated phone system. TTY users should call 711.

Every member of this plan must choose a Primary Care Provider (PCP), and you should use the Provider Search tool to select a PCP. All PCPs are listed in this Provider Search tool under the heading “Primary Care Providers.” A PCP is a family practice physician, a general practitioner, a primary care clinic, or internal medicine physician practicing as a primary care provider. Your PCP is a health care professional who is trained to give you basic care. Your PCP provides the care he/she is qualified to provide and makes referrals to network specialists and other providers when your health condition requires the services of other providers. In some cases, your PCP will obtain prior authorization for services that require authorization; in other cases, the specialist or other provider will obtain prior authorization for services he/she will provide. Every member of this plan must choose a Primary Care Provider (PCP), and you should use the Provider Search tool to select a PCP.

If you receive a bill for the full cost from an out-of-network provider, you should not pay the bill. Submit the bill to this plan so we can process the bill to determine your responsibility, if any. The address to submit the bill is located on your membership card.

For Out-of-Area Coverage – Services authorized by Health Net and other services contained in your Health Net plan’s Evidence of Coverage document (also known as a member contract or subscriber agreement) will be covered. You must use your plan providers except in emergency or urgent care situations or for out-of-area renal dialysis or other services. If you obtain routine care from out-of-network providers, neither Medicare nor Health Net will be responsible for the costs. **Please refer to your Health Net plan Evidence of Coverage for more information.**

Emergency services from network providers or out-of-network providers do not require prior approval. You may get covered emergency medical care whenever you need it, anywhere in the United States and its territories. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over. After the medical emergency is over, you are entitled to follow-up care to be sure your condition continues to be stable. The provider(s) must call this plan when care is needed beyond the emergency as services may require prior authorization. The hospital should call your PCP as soon as possible. This lets your PCP know that you have received care and allow your PCP to coordinate your care. It is important that you contact your PCP and us within 24 hours of your discharge. Follow-up care is important to your health. If the hospital admits you, please make sure this plan is contacted within 24 hours.

## **What is the service area for Health Net Medicare Advantage?**

The counties in our service area are listed below.

### **Northern area**

Fresno County

San Francisco County

Sacramento County

Tulare County

### **Southern area**

Kern County

Los Angeles County

Orange County

Riverside County

San Bernardino County

San Diego County

## **How do you find Health Net Medicare Advantage providers in your area?**

The Provider Search tool is organized by provider type, county, and city. Look for the type of provider first (for example, PCP, cardiologist, etc.), then look for your county and city to find a provider close to your home.

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