

First Health Network FAQs



What is First Health?

First Health offers members a national network of doctors and hospitals located throughout the U.S. Health Net PPO members get health care services at a contracted rate, whether they live in or travel outside of California.



When do members use the Health Net PPO Network, and when do they use the First Health Network?

California resident members – should use the Health Net PPO Network when they're in California. When traveling outside of California, they should use the First Health Network.

If the member lives outside of California and is on an out-of-state (OOS) plan, they should use the First Health Network all the time, even when in California.



How many providers are in the First Health Network?

Approximately 868,000. See the attached chart for a breakdown of providers by state and specialty.



How do members find a First Health Network provider?

Members can call First Health at 1-800-226-5116. They can also log in to their **www.healthnet.com** member account, click on *ProviderSearch* and then on *Search First Health* to find a provider online. See attached flyer.

Note: To access an up-to-date list of Health Net-contracted First Health providers, members must use the link on HealthNet.com.



What type of care can members get from First Health?

Members can only access medical services from First Health Network providers.

- For mental health services, members should contact MHN at the number on their ID card.
- For acupuncture and chiropractic benefits, members should contact **American Specialty Health Networks (ASH)** at **1-800-678-9133.**



HELPFUL EXAMPLES

Travel benefit:

Sue has a PPO plan and lives in California:

- When Sue is at home in California, she uses her Health Net PPO Network to get in-network benefits.
- When Sue visits her son in Idaho (who is on her plan), she uses the First Health Network to get in-network services.
- This also applies to Sue's son. Even though he lives in Idaho, he accesses care via Sue's travel benefit, using the First Health Network.
- When Sue's son comes home to visit his mom in California, he would use the Health Net PPO Network to access in-network care.

OOS resident benefit:

Brad has a OOS PPO plan and lives in Nevada.

- When Brad is at home in Nevada, he uses the First Health Network to get in-network services.
- When Brad travels in the United States, even in California, he uses the First Health Network to get in-network services.

(continued)



How do members check if a provider is in-network?

They should ask the provider's office if they contract with First Health. The First Health logo is on their ID card.



What should members do if a provider says they are out-of-network but they show as in-network on the website?

They can call First Health at 1-800-226-5116. The customer service agent should be able to check contract status or help members find another provider that is contracted and meets their care needs.



What happens if a member receives care from a provider that is not contracted with First Health?

They may have to pay higher out-of-pocket costs at the time of service and will then need to submit a claim form to be reimbursed at the out-of-network benefit level. This is subject to any applicable copayment, coinsurance and deductible.



What can members do in case of an emergency?

They should **go to the nearest emergency room**, even if it is not a contracted First Health provider.



How do members get services approved?

Authorizations should be requested on a member's behalf by the facility/physician that would perform the services.

The member can ask for authorizations from the contacts below:

RADIATION THERAPY AND SLEEP STUDIES

eviCore
1-888-693-3211

**ADVANCED IMAGING
National Imaging Associates (NIA)**
1-800-424-4802

**FOR ALL OTHER AUTHORIZATIONS
Health Net Life Insurance Company**
1-800-522-0088

Note: This list is not all-inclusive of services that require authorization.



How do members find a network pharmacy?

They can visit www.healthnet.com/mypharmacy and click on *Find a pharmacy* at the bottom of the page to locate an in-network pharmacy near their home or work. Larger retailers include: Costco, CVS, Rite-Aid, and Walgreens.



How can a member get a cost estimate for services before they get services?

They can **contact the provider for a cost estimate**. They can also call Health Net and get help with questions regarding coverage and benefit levels.



How can a member ask that a provider be added to the First Health Network?

Members can complete the Provider Nomination Form to ask that a provider be added to the First Health Network. Instructions for submission are listed on the form.



Does the Health Net PPO service area include U.S. territories?

The Health Net PPO service area is the continental United States.

This does not include U.S. territories or Hawaii. However, if a member is a California resident and they travel to Hawaii, they can access a First Health provider at in-network benefits.



Does Health Net contract with all providers in the First Health Network?

No, we do not. Specifically, certain toxicology labs and Mayo Clinic providers are excluded from our First Health agreement.

These providers are excluded:

- SMA Medical Lab
- Millennium Health
- Precision Toxicology
- Confirmatrix Lab
- Vitae Diagnostics
- John Granger
- Mayo

It's easy to find a First Health® doctor or hospital

You can quickly and easily find a provider with our online search tool. You can also create a listing of your results to save or print.

To get started:

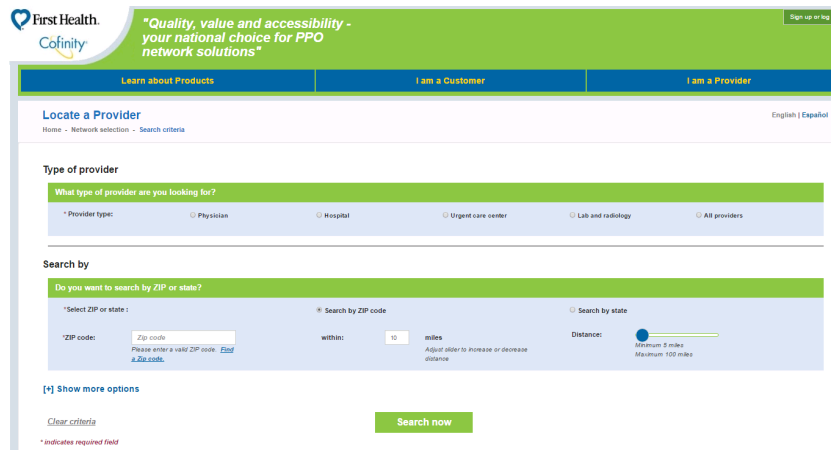
Select “National PPO - First Health” on your Health Net provider search site

To find a provider:

Click the “Start now” button

Choose your criteria:

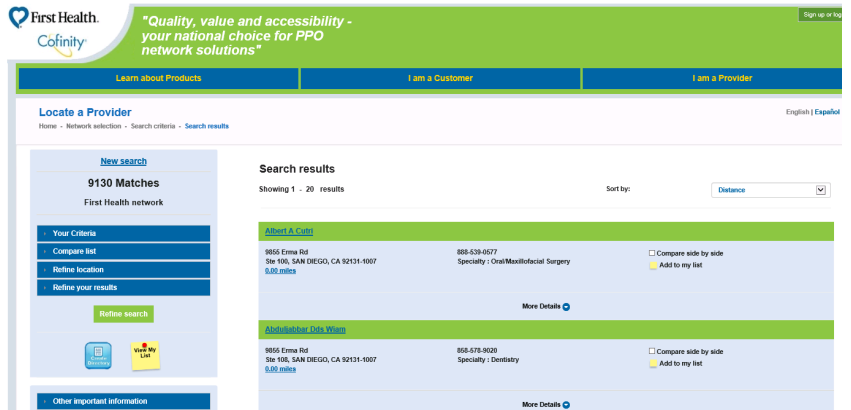
- Pick a provider type
- Choose to search by ZIP code or State
 - You can also pick specific counties or cities with a state search
 - To include more search options, click “Show more options”
 - You can search by provider name, specialty or condition
- Click the “Search now” button



The screenshot shows the 'Locate a Provider' search interface. It includes a header with the First Health logo and a navigation bar with 'Learn about Products', 'I am a Customer', and 'I am a Provider'. Below the header, there are sections for 'Type of provider' (Physician, Hospital, Urgent care center, Lab and radiology, All providers) and 'Search by' (ZIP code, State, Distance). A 'Search now' button is visible at the bottom right.

From your search results, you can:

- Sort by distance, name or specialty
- Compare providers side by side
- Refine your search by location or results
- See more details about each provider
- Text or email the results
- Add providers to a list for a custom directory
- Create a directory with all your search results



The screenshot shows the 'Search results' page. It displays '9130 Matches' and a list of providers. The first two providers listed are Albert A. Conti and Abdulhakeem Odeh Wani. Each provider entry includes their name, address, phone number, and specialty. There are options to 'Compare side by side' and 'Add to my list' for each provider.

To create a directory

- Click the “Create Directory” icon
- Pick a directory type
- Add a name for your directory
- You can also include a table of contents and/or index
- Pick a delivery option
- Click the “Create directory” button

Still have questions? Call us.

You've followed the steps outlined, but didn't get what you need? Call us at 1-800-226-5116 - we're happy to help.

	STATE	TOTAL	GENERAL ACUTE CARE HOSPITALS	OTHER HOSPITALS	AMBULATORY SURGERY CENTER LOCATIONS	URGENT CARE LOCATIONS	OTHER ANCILLARY LOCATIONS	FAMILY PRACTICE / INTERNAL MEDICINE	PEDIATRICIANS	OBSTETRICIANS / GYNECOLOGISTS	OTHER SPECIALISTS
AK	409	3	0	1	1	199	25	8	10	162	
AL	8,824	83	14	37	42	1,472	1,275	446	337	5,118	
AR	7,672	69	16	43	38	920	719	208	208	5,399	
AZ	16,975	71	27	104	138	2,519	1,946	747	517	10,906	
CA	72,461	259	49	287	627	10,508	8,534	3,681	2,058	46,458	
CO	15,988	84	19	81	120	1,823	1,472	593	507	11,289	
CT	12,955	34	8	48	58	1,290	1,660	664	494	8,699	
DC	5,399	7	3	2	9	249	543	319	165	4,102	
DE	3,878	7	3	29	4	608	452	239	95	2,441	
FL	56,704	274	73	411	526	8,084	5,701	2,217	1,899	37,519	
GA	23,671	145	29	337	237	4,482	3,170	1,329	1,205	12,737	
HI	1,293	14	2	3	6	277	143	61	32	755	
IA	14,966	116	3	36	31	1,757	1,913	324	284	10,502	
ID	5,310	35	4	35	41	593	271	110	113	4,108	
IL	42,790	178	22	77	61	4,257	5,525	1,704	1,374	29,592	
IN	18,961	115	26	74	89	1,792	1,948	699	582	13,636	
KS	13,669	166	19	63	58	1,561	1,205	420	274	9,903	
KY	16,429	99	14	42	55	1,587	1,921	686	497	11,528	
LA	15,141	113	35	67	101	2,202	1,544	686	542	9,851	
MA	37,488	93	27	46	53	1,990	5,133	2,080	994	27,072	
MD	24,381	51	4	276	128	2,669	3,022	1,039	890	16,302	
ME	5,230	33	4	11	7	412	780	175	111	3,697	
MI	20,493	104	25	58	78	1,956	2,662	828	753	14,029	
MN	15,658	92	7	29	114	1,518	1,534	539	378	11,447	
MO	25,471	133	22	96	133	3,082	2,549	981	672	17,803	
MS	9,199	77	12	39	19	1,025	1,229	342	309	6,147	
MT	1,789	32	0	7	5	235	125	29	27	1,329	
NC	28,459	119	6	111	195	3,770	4,070	1,428	1,134	17,626	
ND	2,708	27	4	7	2	242	211	53	49	2,113	
NE	10,679	91	6	46	36	1,129	1,197	269	211	7,694	
NH	7,446	27	5	24	18	637	764	244	191	5,536	
NJ	19,419	66	22	113	119	2,485	2,543	1,275	732	12,064	
NM	3,775	30	2	8	11	682	342	132	114	2,454	
NV	4,955	31	4	46	60	817	412	196	191	3,198	
NY	31,194	149	22	24	111	3,155	4,065	1,639	1,132	20,897	
OH	36,154	163	39	90	110	3,465	3,766	1,767	978	25,776	
OK	13,814	134	16	66	50	1,974	1,332	414	355	9,473	
OR	12,274	57	3	40	71	791	1,368	476	395	9,073	
PA	53,422	196	35	190	341	6,133	6,837	2,199	1,414	36,077	
PR	83	8	0	0	0	52	9	2	0	12	
RI	5,489	15	4	19	10	525	730	209	179	3,798	
SC	13,880	63	9	95	84	2,054	2,082	768	547	8,178	
SD	3,957	47	6	11	8	419	498	74	73	2,821	
TN	15,070	118	20	119	43	2,292	1,959	629	538	9,352	
TX	59,884	387	131	198	317	6,498	6,170	3,089	2,256	40,838	
UT	8,010	31	6	28	55	897	305	323	220	6,145	
VA	24,508	88	14	66	162	2,704	3,109	1,129	878	16,358	
VT	3,638	18	1	1	2	253	322	137	72	2,832	
WA	23,677	87	12	88	228	1,523	2,402	861	645	17,831	
WI	21,846	111	8	42	214	1,836	1,789	517	465	16,864	
WV	6,697	57	4	9	30	865	889	241	170	4,432	
WY	1,023	18	0	7	9	275	46	31	35	602	
TOTAL	905,265	4,625	846	3,787	5,065	104,540	104,218	39,308	28,301	614,575	

Provider counts are as of March 2019 from First Health data warehouse. Physicians with multiple locations are counted once per region. Other hospitals include mental health/substance abuse centers, pediatric, rehabilitation, specialty and women's hospitals. Other ancillary locations include all other facility providers not otherwise categorized. Information is believed to be accurate as of production date, however, it is subject to change.