

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 830,000. 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 **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.

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 type of care can members get from First Health?

Members can access medical and behavioral health services from First Health Network providers.

For acupuncture and chiropractic benefits, members should contact **American Specialty Health Networks (ASH)** at **800-678-9133**.

(continued)

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.

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 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 following contacts:

Radiation therapy and sleep studies: eviCore
888-693-3211

Advanced imaging: National Imaging Associates (NIA)
800-424-4802

For all other authorizations: Health Net Life Insurance Company
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:

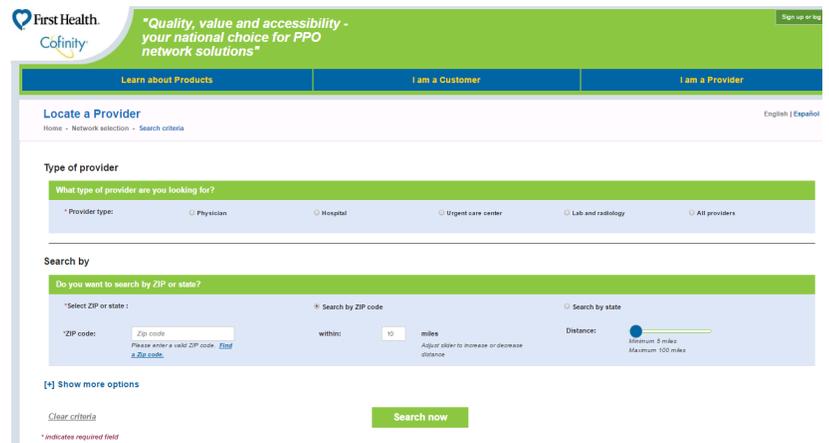
Select “National PPO - First Health” on your Health Net provider search site

To find a provider:

Click the “Start now” button

Choose your criteria:

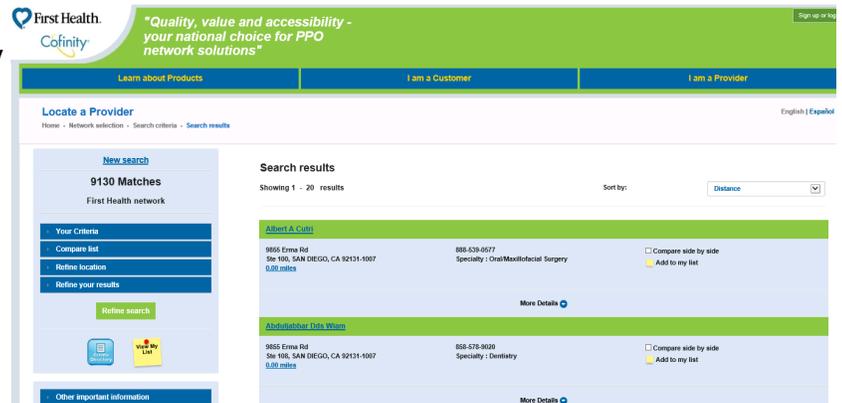
- Pick a provider type
 - Choose to search by ZIP code or State
 - You can also pick specific counties or cities with a state search
 - To include more search options, click “Show more options”
 - You can search by provider name, specialty or condition
- Click the “Search now” button



The screenshot shows the 'Locate a Provider' page. It includes a navigation bar with 'Learn about Products', 'I am a Customer', and 'I am a Provider'. Below the navigation, there are sections for 'Type of provider' (Physician, Hospital, Urgent care center, Lab and radiology, All providers) and 'Search by' (ZIP code or state). The 'Search by' section has input fields for ZIP code, state, and distance, along with a 'Search now' button.

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. Two providers are visible: 'Edward A. Cutti' and 'Abdulhadih, Dts. Wiam'. 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	682	3	0	1	2	211	36	19	17	393	
AL	12,911	98	22	42	82	1,975	1,579	397	551	8,165	
AR	10,957	79	22	55	52	1,230	795	219	300	8,205	
AZ	21,496	89	35	133	197	2,717	2,165	531	795	14,834	
CA	80,463	270	57	339	757	10,941	8,459	2,175	3,767	53,698	
CO	26,000	110	25	110	179	2,623	1,957	593	717	19,686	
CT	17,766	43	55	72	118	1,656	2,029	541	740	12,512	
DC	6,855	7	4	6	12	353	586	196	411	5,280	
DE	4,886	7	5	27	6	735	449	104	242	3,311	
FL	75,285	275	99	505	524	9,422	6,670	2,171	2,553	53,066	
GA	30,667	152	32	395	423	5,900	3,546	1,337	1,452	17,430	
HI	1,555	14	2	3	6	291	151	62	73	953	
IA	18,060	123	4	40	32	2,152	1,934	286	352	13,137	
ID	6,892	38	3	39	42	665	353	132	131	5,489	
IL	54,713	185	27	93	94	5,185	6,035	1,485	1,710	39,899	
IN	27,605	132	29	75	155	2,920	2,496	762	809	20,227	
KS	16,504	162	23	66	73	1,822	1,250	300	453	12,355	
KY	19,754	117	21	52	108	2,131	1,946	502	717	14,160	
LA	19,250	132	41	87	231	2,857	1,658	529	719	12,996	
MA	45,459	112	42	53	97	2,455	5,417	1,051	2,216	34,016	
MD	31,525	57	5	330	189	3,511	3,303	989	1,171	21,970	
ME	7,048	38	5	16	16	628	888	158	209	5,090	
MI	31,821	144	28	105	200	3,337	3,579	936	982	22,510	
MN	20,073	109	13	36	177	2,210	1,735	436	632	14,725	
MO	30,104	129	33	99	138	3,452	2,546	712	1,025	21,970	
MS	12,150	84	14	45	74	1,280	1,411	338	385	8,519	
MT	2,523	34	0	7	3	260	185	49	56	1,929	
NC	39,293	140	12	121	274	4,737	4,622	1,310	1,592	26,485	
ND	4,935	31	4	12	8	456	404	80	112	3,828	
NE	12,464	94	7	52	30	1,319	1,189	217	278	9,278	
NH	8,574	32	6	27	42	756	782	213	257	6,459	
NJ	24,286	113	26	149	133	3,209	2,525	793	1,251	16,087	
NM	4,511	33	1	11	23	759	353	115	151	3,065	
NV	5,767	33	8	50	54	975	445	176	196	3,830	
NY	43,691	196	22	25	261	3,640	4,717	1,251	1,788	31,791	
OH	49,222	253	58	127	196	4,777	4,334	1,119	1,944	36,414	
OK	16,922	142	20	73	80	2,438	1,446	365	453	11,905	
OR	16,787	61	5	46	80	1,140	1,690	471	558	12,736	
PA	67,603	234	46	227	532	7,318	7,644	1,618	2,428	47,556	
PR	139	9	0	0	0	64	12	1	2	51	
RI	7,309	16	4	23	36	604	964	184	252	5,226	
SC	18,196	68	10	97	120	2,647	2,272	681	814	11,487	
SD	5,900	62	5	17	7	634	623	119	132	4,301	
TN	21,124	126	21	132	110	2,905	2,250	622	698	14,260	
TX	74,513	405	151	241	408	8,026	6,683	2,495	3,293	52,811	
UT	10,365	57	8	34	64	1,226	356	242	396	7,982	
VA	32,592	100	15	77	181	3,483	3,467	1,066	1,404	22,799	
VT	4,203	19	0	3	9	291	342	73	149	3,317	
WA	29,796	86	15	109	252	2,111	2,555	707	952	23,009	
WI	31,064	150	17	74	296	2,522	2,302	590	656	24,457	
WV	9,392	58	2	9	34	1,063	1,021	174	291	6,740	
WY	1,567	19	0	7	10	331	63	39	31	1,067	
TOTAL	1,173,219	5,280	1,109	4,574	7,227	130,350	116,219	31,731	43,263	833,466	

Provider counts are as of March 2022 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.