

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 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 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**.

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.

(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:

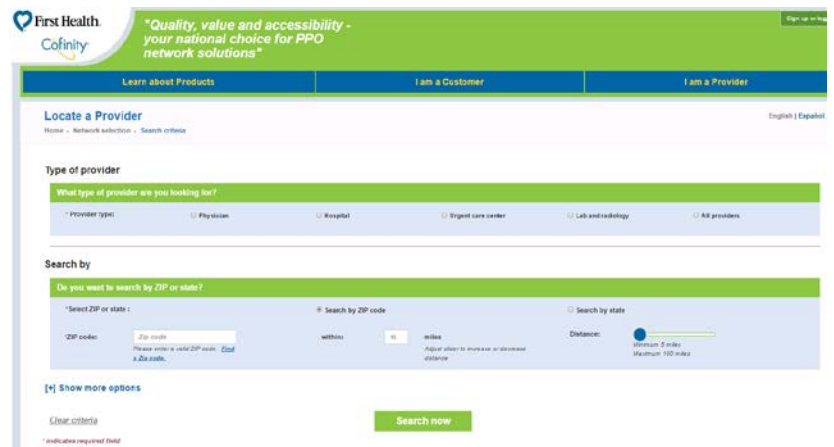
Select “National PPO - First Health” on your Health Net provider search site

To find a provider:

Click the “Start now” button

Choose your criteria:

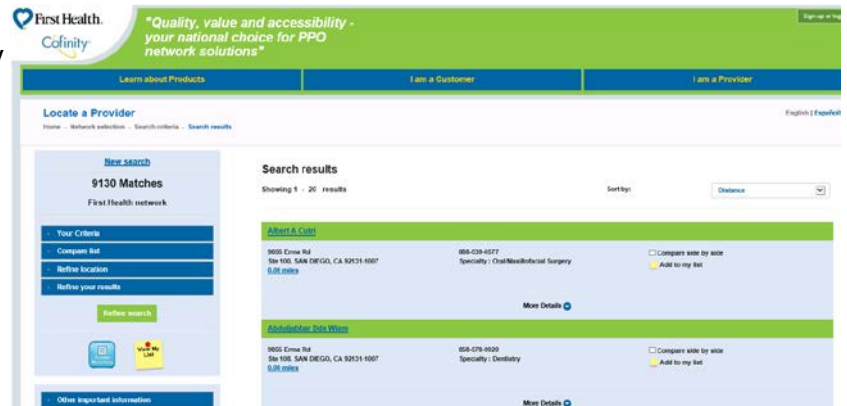
- Pick a provider type
 - Choose to search by ZIP code or State
 - You can also pick specific counties or cities with a state search
 - To include more search options, click “Show more options”
 - You can search by provider name, specialty or condition
- Click the “Search now” button



The screenshot shows the 'Locate a Provider' search interface. It includes a header with the First Health logo and navigation links. The main section is titled 'Locate a Provider' and contains several search criteria options: 'Type of provider' (Physician, Hospital, Urgent care center, Lab and radiology, All providers), 'Search by' (ZIP code or state), and a 'Search now' button. There are also links for 'Learn about Products', 'I am a Customer', and 'I am a Provider'.

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 a list of search results with columns for provider name, address, phone number, and specialty. There are also options to 'Complete site by email' and 'Add to my list'. The page includes a 'New search' button and a 'Refine your results' section. The search results are sorted by distance.

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	575	3	0	1	0	196	32	14	16	313	
AL	11,288	95	23	40	57	1,772	1,467	388	513	6,933	
AR	9,453	76	22	48	50	1,141	747	218	278	6,873	
AZ	18,962	86	30	122	185	2,646	2,019	516	767	12,591	
CA	78,072	278	55	334	660	11,369	8,455	2,160	3,730	51,031	
CO	20,142	94	23	97	150	2,398	1,807	551	700	14,322	
CT	15,860	37	52	65	87	1,576	1,826	518	729	10,970	
DC	6,315	6	4	6	12	319	588	197	397	4,786	
DE	4,337	8	6	28	6	642	447	100	241	2,859	
FL	65,688	260	100	477	535	8,821	6,102	2,052	2,408	44,933	
GA	26,961	147	32	366	374	5,254	3,412	1,294	1,397	14,685	
HI	1,423	14	2	3	6	282	144	40	63	869	
IA	16,676	118	3	36	32	1,932	1,914	278	350	12,013	
ID	5,976	36	4	36	42	628	312	127	116	4,675	
IL	49,586	174	23	87	73	4,665	5,863	1,457	1,749	35,495	
IN	23,830	132	29	72	111	2,380	2,285	711	788	17,322	
KS	15,197	161	23	63	65	1,739	1,192	288	454	11,212	
KY	18,123	113	18	49	56	1,885	1,906	503	710	12,883	
LA	17,653	127	36	77	141	2,713	1,602	536	713	11,708	
MA	41,866	106	46	51	62	2,383	5,340	1,037	2,206	30,635	
MD	28,475	54	5	319	160	3,229	3,270	954	1,142	19,342	
ME	6,404	38	5	15	10	598	875	145	194	4,524	
MI	25,679	130	25	91	160	3,001	2,929	814	872	17,657	
MN	17,473	95	13	32	139	1,854	1,619	392	575	12,754	
MO	28,133	126	31	98	145	3,343	2,544	704	1,030	20,112	
MS	10,835	86	14	45	47	1,107	1,357	330	373	7,476	
MT	2,211	33	0	7	4	244	161	34	51	1,677	
NC	33,914	127	8	118	260	4,210	4,349	1,208	1,510	22,124	
ND	3,163	27	4	7	2	258	230	55	54	2,526	
NE	11,906	94	7	51	31	1,245	1,224	218	264	8,772	
NH	8,111	31	6	24	38	709	794	190	248	6,071	
NJ	22,593	116	26	146	115	3,104	2,646	775	1,293	14,372	
NM	4,176	31	2	11	15	741	354	120	135	2,767	
NV	5,322	30	8	46	54	919	440	174	200	3,451	
NY	36,745	184	22	25	134	3,390	4,447	1,218	1,753	25,572	
OH	44,060	250	53	109	168	4,482	4,257	1,098	1,875	31,768	
OK	15,474	138	20	70	57	2,211	1,397	361	441	10,779	
OR	14,287	59	5	44	68	1,028	1,490	405	450	10,738	
PA	61,662	221	43	205	418	6,609	7,537	1,590	2,393	42,646	
PR	137	9	0	0	0	62	11	1	2	52	
RI	6,508	18	4	20	19	563	836	176	223	4,649	
SC	16,267	60	10	100	95	2,371	2,189	639	802	10,001	
SD	4,310	49	6	10	6	450	468	77	78	3,166	
TN	18,687	119	21	135	63	2,815	2,150	614	672	12,098	
TX	66,824	393	148	227	364	7,608	6,388	2,405	3,268	46,023	
UT	9,347	60	7	31	62	1,158	357	237	353	7,082	
VA	28,942	99	16	71	183	3,278	3,394	993	1,331	19,577	
VT	3,847	18	1	2	5	271	331	72	142	3,005	
WA	27,334	82	15	93	216	1,922	2,485	691	918	20,912	
WI	25,773	137	17	56	230	2,159	2,008	542	576	20,048	
WV	7,966	53	2	9	29	984	894	174	264	5,557	
WY	1,276	18	0	7	10	296	53	34	32	826	
TOTAL	1,045,824	5,056	1,075	4,282	6,011	120,960	110,944	30,425	41,839	725,232	

Provider counts are as of December 2020 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.