

# PROVIDER Update



NEWS & ANNOUNCEMENTS

AUGUST 31, 2021

UPDATE 21-627m

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## No Change to Prior Authorization Extension Due to COVID-19 Variant

### Prior authorization time span continues to be six months

This is a change to provider updates 21-420 and 21-421, *Prior Authorization Extensions Ending*, dated June 16, 2021. These updates state that the extension for requests was ending on August 19, 2021, and would revert to three months after approval.

With new COVID-19 cases rising in California, the prior authorization approval request will stay at the extended six months' time span.

There is no new expiration date at this time.

#### Additional information

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

**EnhancedCare PPO (IFP)** – 844-463-8188  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)** – 844-463-8188  
[provider.healthnet.com](http://provider.healthnet.com)

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO** – 800-641-7761  
[provider.healthnet.com](http://provider.healthnet.com)

**IFP – CommunityCare HMO, PPO, PureCare HSP, & PureCare One EPO** – 888-926-2164  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (individual)** – 800-929-9224  
[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (employer group)** – 800-929-9224  
[provider.healthnet.com](http://provider.healthnet.com)

**Cal MediConnect**  
Los Angeles County – 800-675-6110  
San Diego County – 855-464-3572  
[provider.healthnet.com](http://provider.healthnet.com)

**Medi-Cal** – 800-675-6110  
[provider.healthnet.com](http://provider.healthnet.com)

#### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [provider.healthnet.com](http://provider.healthnet.com) > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.