

Provider Services Center

The Provider Services Center is available to all Wellcare By Health Net (Health Net) contracted providers. It offers live customer service representatives, an interactive voice response (IVR) system and help with the provider portal.*

Customer service representatives are available by phone and online during business hours (Monday through Friday, 8 a.m. to 6 p.m. Pacific time). Services provided include:

- **Member eligibility and effective date information.**
- **Prescription drug program information.**
- **Claims status information.**
- **Instructions on how to submit disputes and appeals.**
- **Instructions on how to submit a complaint regarding the provision of care by a provider or express concerns about provider office staff.**
- **Instructions on how to request the removal of members for disciplinary actions.**
- **Information about the provider portal websites.**



Line of business	Phone number
Medicare Advantage (MA) HMO	800-929-9224
MA PPO	800-275-4737
Medicare Advantage Amber	800-646-5614

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