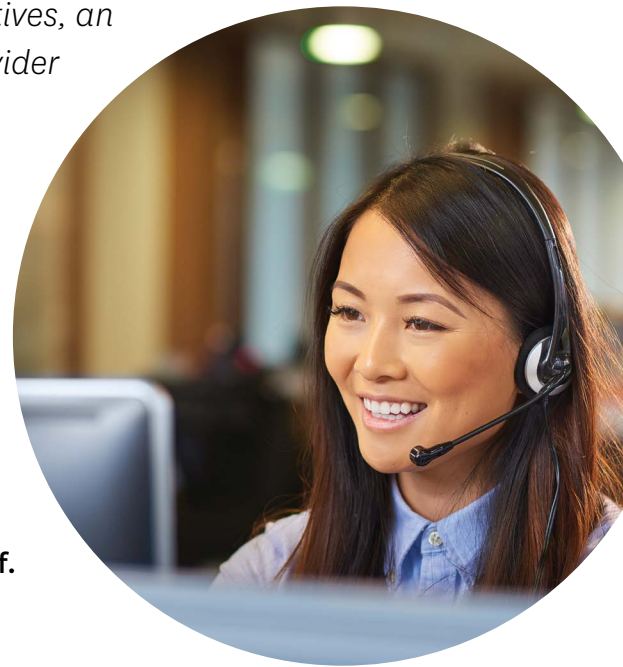


Health Net Provider Services Center

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

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.**
- **Health Net’s 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 |
|--|--------------|
| EnhancedCare PPO (IFP) and SBG | 844-463-8188 |
| Health Net Employer Group HMO, POS, HSP, PPO and EPO | 800-641-7761 |
| Individual & Family Plans (includes CommunityCare HMO, PureCare HSP, PureCare EPO, and PPO Individual and Family) | 888-926-2164 |

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