



## Hospital Notification Unit 800 Number Temporarily Suspended

Fax authorization requests to HNU or call the Provider Services Center for inpatient authorization status

During the COVID-19 state of emergency, the Health Net\* Hospital Notification Unit (HNU) 800 number is temporarily suspended. During this time, Health Net-contracted hospitals, skilled nursing facilities, long-term care facilities, and long-term acute care hospitals should submit inpatient authorization requests by fax to 1-800-676-7969.

### How to find out the status of an inpatient authorization request

Get the status of an urgent inpatient authorization request by calling the Provider Services Center at the applicable number below. The Provider Services Center will escalate any inquiries directly to the HNU, as needed.

Provider Service Center by line of business	Number
Employer Group HMO, POS, HSP, PPO, and EPO	1-800-641-7761
Enhanced Care PPO (IFP and SBG)	1-844-463-8188
Individual Family Plan (includes CommunityCare HMO, PureCare HSP, PureCare EPO, and PPO IFP)	1-888-926-2164
Medi-Cal	1-800-675-6110
Medicare Advantage: Green, Health Heart I, Ruby, Violet plans	1-800-929-9224
Medicare Advantage: Amber, Amber I, Amber II, Healthy Heart II plans	1-800-646-5614
First Health Provider Relations	1-800-937-6824

### When will the temporary process end?

You will be notified when the HNU 800 number is again active. Until then, please fax your inpatient authorization requests to 1-800-676-7969 and call the numbers above for status.

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
- LTACHs, LTCs, SNFs

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- 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)**

1-844-463-8188

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)**

1-844-463-8188

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

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

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

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**

1-888-926-2164

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**Medicare (individual)**

1-800-929-9224

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**Medicare (employer group)**

1-800-929-9224

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

**Medi-Cal – 1-800-675-6110**

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

PROVIDER COMMUNICATIONS

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

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