



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 county	Number
Cal MediConnect – Los Angeles County	1-855-464-3571
Cal MediConnect – San Diego County	1-855-464-3572

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.

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 within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO
CAL MEDICCONNECT
 PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- LTACHs, LTCs, SNFs

PROVIDER SERVICES

provider_services@healthnet.com
 Los Angeles County – 1-855-464-3571
 San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

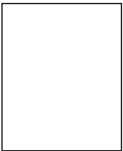
PROVIDER *Update*

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www.healthnet.com
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Please read, circulate and file

National Provider Communications
11971 Foundation Place
Rancho Cordova, CA 95670

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