PROVIDER*Update*

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 CalViva Health 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 CalViva Health Medi-Cal Provider Services Center at 1-888-893-1569.

The Provider Services Center will escalate any inquiries directly to the HNU, as needed.

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 number above for status.

Additional information

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

○ Physicians

○ Participating Physician Groups

● Hospitals

● LTACHs, LTCs, SNFs

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com