

Health Net Provider Library Arizona Physician or Practitioner
Health Net Access

Effective 07/28/2016

Contacts

AHCCCS Children's Rehabilitative Services Enrollment Unit

Found in: Contacts

Effective 05/24/2016

(602) 417-4545

Animas Diabetes Care, LLC

Found in: Contacts

Effective 07/01/2013

Provider of insulin pumps and supplies.

(877) 937-7867

Arizona Department of Health Services Bureau of Women's and Children's Health Hotlines

Found in: Contacts

Effective 07/01/2013

There are three women's and children's health hotline numbers:

- Pregnancy and Breastfeeding: (800) 833-4642
- Children's Information Center: (800) 232-1676
- Women Infants and Children (WIC): (866) 229-6561

Arizona Health Care Cost Containment System (AHCCCS) Resources

Found in: Contacts

Effective 05/17/2016

Verify member eligibility on the AHCCCS website at azweb.statedemedicaid.us.

AHCCCS (State) IVR - Maricopa County: (602) 417-7200

Outside Maricopa County, within Arizona: 1-800-331-5090

Detailed instructions for filling out claim forms is available on the following AHCCCS websites:

http://azahcccs.gov/commercial/Downloads/FFSProviderManual/FFS_Chap05CMS1500ClaimForm.pdf

http://azahcccs.gov/commercial/Downloads/FFSProviderManual/FFS_Chap06UB-04ClaimForm.pdf

Arizona Smokers' Helpline (ASHLine)

Found in: Contacts

Effective 03/20/2015

(800) 556-6222

Arizona State Immunization Information System (ASIIS)

Found in: Contacts

Effective 07/01/2013

Arizona State Immunization Information System (ASIIS) is the central database maintained by the Arizona Department of Health Services to record all immunizations administered to children under age 19.

(877) 491-5741

www.asiis.state.az.us/

Arizona State Immunization Information System (ASIIS)
150 N. 18th Avenue, #120
Phoenix, AZ 85007

Bridgeway Prior Authorization Department

Found in: Contacts

Effective 05/24/2016

1-866-295-9729

Clearinghouse Electronic Claims Submission Information

Found in: Contacts

Effective 08/06/2013

Electronic claims for Health Net members must be submitted to the appropriate clearinghouse:

Clearinghouse	Telephone Number	Website	Health Net Payer Identification (ID) Number		
			CA, OR & WA	AZ	CT, NJ, & NY
Capario (formerly MedAvant)	AZ, CA, OR & WA(888) 894-7888 CT, NJ, & NY (800) 792-5256	www.capario.com	95567	38309	06108
Emdeon (WebMD)	(877) 469-3263	www.transact.emdeon.com	95567	38309	06108
As a result of Health Net's agreement with MD On-Line, all Health Net claims can be submitted electronically via Health Net's website at provider.healthnet.com .					
MD On-Line	(888) 499-5465	www.mdon-line.com	95567	38309	06108

The payer ID must be included with every claim.

Health Net encourages participating providers to review all electronic claim submission acknowledgement reports regularly and carefully. Questions regarding accessing these reports should be directed to the vendor or clearinghouse (Capario, Emdeon (WebMD) or MD On-Line).

Crisis Preparation and Recovery, Inc. - SMI Evaluation Department

Found in: Contacts

Effective 06/08/2016

Crisis Preparation and Recovery, Inc. completes Seriously Mentally Ill (SMI) Evaluations on behalf of the Regional Behavioral Health Authority (RBHA) in Maricopa County.

(480) 804-9542

Crisis Response Network

Found in: Contacts

Effective 05/21/2014

Crisis Response Network (CRN) provides community-based crisis intervention services to members experiencing a situation of distress or crisis. If there is indication that a member is dangerous to themselves or others, notify authorities by calling 911.

CRN provides the following services:

- 24-hour crisis line
- Warm line
- Mobile teams
- Crisis transportation services

(602) 222-9444
(800) 631-1314
TTY: (602) 274-3360

eviCore healthcare

Found in: Contacts

Effective 10/01/2015

eviCore healthcare is responsible for prior authorization for selected radiology and radiation therapy* services.

For radiology services, contact:

(888) 693-3211
Fax: (888) 693-3210
www.evicore.com

Provider Assistance Desk:
(800) 575-4517, option 2

For radiation therapy services, contact:

(888) 693-3211
www.carecorenational.com

*Radiation therapy services applicable to HMO, Point of Service (POS), PPO, and Medicare Advantage HMO members only.

Hanger Prosthetics and Orthotics

Found in: Contacts

Effective 07/01/2013

Hanger Prosthetics and Orthotics is Health Net's preferred provider for orthotics and prosthetics.

(800) 245-0937

Health Net Access Behavioral Health Coordinator

Found in: Contacts
(602) 794-1493

Effective 07/01/2013

Health Net Access Behavioral Health Case Management Department

Found in: Contacts

Effective 05/24/2016

1-855-299-3196
Fax: 1-855-825-6146

CMAccess/GRP/HNCA/HNT@healthnet.com

Health Net Access Case Management Department

Found in: Contacts

Effective 05/24/2016

Information on and referrals to case management programs.

1-800-977-7281
Fax: 1-855-825-6146

Health Net Access Claim Submission

Found in: Contacts

Effective 05/23/2016

All initial paper claims, paper encounters and claims resubmitted with the additional information Health Net has requested must be submitted to:

Health Net Access, Inc.
PO Box 14095
Lexington, KY 40512

Health Net Access EPSDT Tracking Form Submission

Found in: Contacts

Effective 07/01/2013

Copies of EPSDT tracking forms should be submitted to:

Health Net Arizona Medicaid
PO Box 419071
Rancho Cordova, CA 95741

Health Net Access Member Appeals and Grievances Department

Found in: Contacts

Effective 05/18/2016

Health Net Access Member Appeals and Grievances Department
PO Box 9007

Tempe, AZ 85281-9707
Fax: (855) 844-0687

Health Net Access Prior Authorization Department

Found in: Contacts

Effective 05/24/2016

Contact the Health Net Access Prior Authorization Department for prior authorization requests and assistance with hospital discharge planning. Business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday.

1-888- 926-1736

Fax: 1-855-764-8513 for general prior authorization requests

After business hours, a voicemail and fax system is available 24 hours a day, seven days a week for prior authorization requests.

When discharge planning is required for Health Net Access members discharging on a weekend or holiday, leave a message for the on-call nurse. The on-call voicemail box is monitored from 9:00 a.m. to 4:30 p.m., Saturday, Sunday and holidays, and the on-call nurse returns calls to assist providers with urgent weekend discharge planning needs during this time.

Health Net Access Provider Disputes

Found in: Contacts

Effective 05/12/2016

Submit provider dispute requests to the following address:

Health Net Access Provider Disputes
1230 West Washington Street, Suite 401
Tempe, AZ 85281

fax: 1-855-405-6889

Health Net Access Provider Network Management

Found in: Contacts

Effective 05/12/2016

The Health Net Access Provider Network Management team advocates on behalf of contracting providers to deliver a positive experience. The Provider Network Management team is responsible for providing the services listed below via the provider's assigned provider network contracting representative and include, but are not limited to:

- Contracting.
- Education about innovative contracting strategies and any other contracting and contract questions.
- Development of alternative reimbursement methodologies.
- Network performance assessment.
- Individual physician performance measurements.
- Hospital and ancillary staff orientation.

1-888-788-4408

Health Net Access Provider Relations Team

Found in: Contacts

Effective 05/12/2016

The Provider Relations team is the liaison between providers and Health Net Access. The team representatives assist with:

- Maintenance of the provider manual, orientation and reference materials, including the plan's network newsletter.
- Initiation of demographic information changes and oversight of completion of change requests.
- Provider education.
- EFT/ERA enrollment.
- Physician and office staff orientation.
- Ongoing targeted provider education, updates and training (in coordination with the plan's claims educators, quality management, medical management, and appeals and grievances associates).
- Provider conferences/forums.
- Effectively responding to external provider-related issues.
- In-service training upon contract execution.

In-service training topics include, but are not limited to:

- Member eligibility.
- Member rights and responsibilities.
- Provider responsibilities.
- Medical management.
- Quality management.
- Billing and claims submission online via www.healthnetaccess.com.
- Claims submission requirements.
- Claims dispute process.
- Interpreter services.
- Fraud, waste and abuse reporting.
- Cultural competency, including servicing people with disabilities and Americans with Disabilities Act (ADA) regulations.
- Authorization processes.
- Case management services available for members.
- Behavioral health services and how to access them.
- Provider rights and responsibilities.
- Member rights and responsibilities, including performance standards.
- Provider complaint and appeal procedures.

Health Net Access
 Provider Relations
 1230 W. Washington St., Suite #401
 Tempe, AZ 85281

1-888-788-4408

Health Net Access Provider Services Center

Found in: Contacts

Effective 05/12/2016

The Health Net Access Provider Services Center is available 24 hours a day, seven days a week to assist providers with:

- Eligibility.
- Claims.
- Benefit verification.
- Third-party recovery.
- Coordination of benefits.
- Refunds.
- Appeals and grievances (member).
- Contact information.

- Ongoing provider education and updates (in coordination with the Health Net Access Provider Network Department).
- Facilitation of communication between providers and Health Net Access internal departments.

1-888-788-4408
TTY/TDD: 1-888-788-4872

Health Net Access Provider State Fair Hearing

Found in: Contacts

Effective 05/12/2016

Submit provider state fair hearing requests to the following address:

Health Net Access State Fair Hearing
1230 West Washington Street, Suite 401
Tempe, AZ 85281

fax: 1-855-405-6889

Health Net Access Quality Management Department

Found in: Contacts

Effective 07/01/2013

Contact the Health Net Access Quality Management (QM) Department for questions regarding the QM program, or medical records documentation standards and audits.

cqi_dsm@healthnet.com

Health Net Credentialing Department

Found in: Contacts

Effective 07/01/2013

The Health Net Credentialing Department is responsible for credentialing and recredentialing directly contracting practitioners and all practitioners affiliated with medical groups/IPAs to which credentialing responsibilities have not been delegated. The Health Net Credentialing Department also oversees delegated and subcontracting credentialing activity.

Health Net Credentialing Department
5255 East Williams Circle, #4000
Tucson, AZ 85711

Health Net Decision Power Referral Fax

Found in: Contacts

Effective 08/07/2015

To refer a Health Net member to one of Health Net's Decision Power[®] programs for disease management, fax a referral for [commercial/Medicare member](#) or [Health Net Access members](#) to Decision Power at (800) 451-4730 or (678) 355-4018 for pregnancy notification only.

To discuss a referral for a Health Net member, call Decision Power at (800) 893-5597 and select the physician/provider option.

Health Net EDI Claims Department

Found in: Contacts

Effective 07/14/2010

All questions regarding electronic claims submission should be directed to Health Net's Electronic Data Interchange (EDI) Department by telephone as follows:

Arizona providers
(866) EDI-HNET or (866) 334-4638

California, Oregon and Washington providers
(800) 977-3568

Health Net Encounter Department

Found in: Contacts

Effective 07/01/2013

Contact the Health Net Encounters Department via email for EPSDT questions.

Enc_Team@healthnet.com

Send completed EPSDT forms to:

PO Box 419071
Rancho Cordova, CA 95741

Health Net Fraud Hotline

Found in: Contacts

Effective 07/01/2013

To report suspected fraud, waste or abuse involving a Health Net member, contact Health Net at:

Health Net, Inc. Special Investigations Unit
PO Box 2048
Rancho Cordova, CA 95741-2048

(800) 977-3565

Health Net Health Education Department

Found in: Contacts

Effective 03/20/2015

The Health Net Health Education Department educates members on how to improve their health and the importance of preventive screenings, recognizing potential health risks, and minimizing existing health problems.

The department ensures that health education brochures, newsletters and other information are offered in English and Spanish.

Health education programs and services include:

- Toll-free Health Education Information Line. Members or the parents of members who are children may order health education materials on a wide range of topics, such as asthma, healthy eating, diabetes, immunizations, pregnancy, and exercise. These materials are available in English and Spanish. Direct members to call the Health Education Information Line at (800) 804-6074
- Provider resources. Physicians may call the Health Net Health Education Department at (800) 804-6074 to order health education materials

(800) 804-6074
Fax: (800) 628-2704

Health Net Hospital Notification Unit

Found in: Contacts

Effective 07/01/2013

Contact the Health Net Hospital Notification Unit for inpatient admission notification.

(888) 926-1736
Fax: (855) 764-8513

After business hours, a voicemail and fax system is available 24 hours a day, seven days a week for admission notifications.

Health Net MCH/EPSTD Manager

Found in: Contacts

Effective 10/01/2014

(602) 794-1880

Health Net Newborn Data Collection

Found in: Contacts

Effective 10/01/2013

Health Net must be notified of all newborn admissions including the admitting pediatrician's name:

HMO and PPO - (800) 977-7518

Health Net Access - (888) 926-1736

Health Net Overpayment Recovery Department

Found in: Contacts

Effective 08/30/2013

Overpayment refunds and applicable details should be sent to:

Health Net Overpayment Recovery Department
Health Net of Arizona Claims Refunds
File 749801
Los Angeles, CA 90074-9801

Claims pending further information from the provider should be sent to:

Health Net of Arizona Inc.
Pended Claims
PO Box 279377
Sacramento, CA 95827-9377

Health Net Pharmaceutical Services

Found in: Contacts

Effective 05/24/2016

Certain prescription medications require prior authorization. To receive prior authorization, contact Health Net Pharmaceutical Services by telephone, fax or mail.

1-800-410-6565

5255 East Williams Circle, Ste 4000
Tucson, AZ 85711

Fax: 1-800-977-4170

Health Net Provider Appeals

Found in: Contacts

Effective 01/26/2012

Submit provider appeals to the following address:

Health Net of Arizona, Inc.
Attention: Provider Appeals
P.O. Box 279378
Sacramento, CA 95827-9378
Fax: (800) 977-6762

Health Net Provider Network Management

Found in: Contacts

Effective 07/01/2013

Health Net Provider Network Management staff serve as key contacts for participating medical groups, hospitals and ancillary providers to address contractual and operations matters.

Tempe:

Health Net of Arizona, Inc.
Attn: Provider Network Management
1230 W. Washington Street, Suite 401
Tempe, AZ 85281
Fax: (602) 794-1803

Tucson:

Health Net of Arizona, Inc.
Attn: Provider Network Management
5255 E Williams Circle, Suite 4000
Tucson, AZ 85711
Fax: (520) 258-5172

Health Net Request for Reconsideration

Found in: Contacts

Effective 12/01/2011

Participating providers who feel their claim has been paid or denied incorrectly can submit a written request for reconsideration to:

Health Net of Arizona, Inc.
P.O. Box 279378
Sacramento, CA 95827-9378
Attn: Request for Reconsideration

Fax: (800) 977-6762

Health Net Utilization Management Department

Found in: Contacts

Effective 06/01/2009

The Health Net Utilization Management program is designed to ensure members receive timely, medically necessary and cost-effective health care services at the correct level of care. The scope of the program includes all members and network providers. Prior authorization, concurrent review, discharge planning, case management, disease management, and retrospective review are the elements of the utilization management process.

1230 W. Washington Street, #401
Tempe, AZ 85281
(602) 794-1690

Health Net of Arizona Customer Service Manager

Found in: Contacts

Effective 01/26/2012

Send correspondence to Health Net's Customer Service manager at:

Health Net of Arizona Customer Service Manager
P.O. Box 276090
Sacramento, CA 95827-6090
Fax: (800) 204-3778 (Attn: Customer Service Manager)

MHN

Found in: Contacts

Effective 08/25/2014

Prior authorization is required for members to access most behavioral health and substance abuse services. The member or participating provider must call MHN to receive prior authorization if required (for example, office visits do not require prior authorization).

(800) 977-0281

MiniMed Distribution Corp, Inc.

Found in: Contacts

Effective 07/01/2013

MiniMed Distribution Corp, Inc. provides insulin pumps and supplies to members with diabetes.

(800) 795-0618
Fax: (800) 611-1716

Preferred Home Care

Found in: Contacts

Effective 06/01/2011

Contact Preferred Home Care for durable medical equipment (DME) services and prior authorization.

(800) 636-2123

Regional Behavioral Health Authority

Found in: Contacts

Effective 10/01/2015

Mercy Maricopa Integrated Care (MMIC), the Regional Behavioral Health Authority (RBHA) in Maricopa County is a community-based organization that administers behavioral health services. RBHA contracts with a network of behavioral service providers to deliver a range of behavioral health care services, treatment programs for adults with substance abuse disorders, adults with serious mental illness, and children with serious emotional disturbance.

The Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) contracts with the RBHA to provide covered behavioral health services to adults and children.

(800) 564-5465
Secure fax: (844) 424-3975

United Healthcare Community Plan Children's Rehabilitative Services

Provider Ombudsman

Found in: Contacts

Effective 05/24/2016

(602) 255-8242

Vaccines for Children (VFC)

Found in: Contacts

Effective 05/24/2016

(602) 364-3642