



## Your Health Net Service Contacts (51-100)

<i>Benefit administrator and broker contacts</i>	<i>Title/Telephone</i>	<i>Responsibility</i>
Email:	Account Manager	Renewal and open enrollment assistance. Overall accountability for all facets of your Health Net experience.
Email:	Group Service Representative	General service questions and supply requests.
Account Services Unit Email: HN_account_services@healthnet.com	1-800-547-2967 1-866-848-6715 fax	Service support for benefit administrators and brokers with benefit, claims, authorization, eligibility and pharmacy questions.
Email:	Membership Accounting 1-800-909-6362 opt. 1 (818) 676-7411 fax	Billing inquiries and audit requests.
Email:	Eligibility 1-800-909-6362 opt. 2 (818) 676-7411 fax	All eligibility questions, new applications, change forms and reinstatements.
<i>Member contacts</i>		
HMO/EOA members	1-800-522-0088	All member questions Monday–Friday, 8:00 a.m.– 6:00 p.m.
PPO/POS and indemnity plan members	1-800-676-6976	All member questions Monday–Friday, 8:00 a.m.– 6:00 p.m.
OOS PPO members	1-800-861-7214	All OOS PPO member questions Monday–Friday, 8:00 a.m.– 6:00 p.m.
Spanish speaking members	1-800-331-1777	All member questions Monday–Friday, 8:00 a.m.– 6:00 p.m.
Decision Power®	1-800-893-5597	Member resource for confident health care decisions.
Health Net web services	www.healthnet.com iPhone and Android apps	General member information, provider search, pharmacy information and provider directories. Specific member information via login, iPhone and Android apps.
<i>Provider contacts</i>		
Provider Services	1-800-641-7761	Verification of eligibility, benefits and claims.
Pharmacy	1-800-548-5524	Pharmacy Help Line
Medical Management	1-800-977-7282	PPO provider services/Pre-certification
<i>Mailing addresses</i>		
Enrollment/Change forms	Health Net, Inc., PO Box 9103, Van Nuys, CA 91409	
Premiums	Health Net, Inc., File # 52617, Los Angeles, CA 90074	
Sales	Health Net, Inc., 21281 Burbank Blvd., Woodland Hills, CA 91367	
Claims	<b>Medical:</b> Health Net, Inc., PO Box 14702, Lexington, KY 40512 <b>Pharmacy:</b> Health Net of California, C/O Caremark, PO Box 52136, Phoenix, AZ 85072-2136	
Accounting	Health Net, Inc., 11971 Foundation Place, Rancho Cordova, CA 95670	

Note: All phone hours are Pacific standard time.

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