



Health Net®

Account Services Unit

800-547-2967

Contact for Employers, Brokers and GAs Only – regarding urgent and/or complex inquiries regarding a benefit/claim issues or detailed benefit questions for existing members

IFP/CAFB Contact Phone Numbers

800-909-3447, Option 1 for Brokers, then

- Option 1** – Commission Questions (All CA Market Segments, except Medicare)
- Option 2** – Check Status of an IFP or Individual CA Farm Bureau (CAFB) application.
- Option 3** – Questions on the Broker Delinquency Report, order supplies, benefit or rate questions, broker contracting questions, and other general questions
- Option 4** – Questions regarding premium payments (except Medicare)
- Option 5** – Benefit/Claims questions for an active member

Fax & Email Addresses:

Fax # for IFP / CAFB Billing Dept:

(916) 935-4522

Email Address for IFP / CAFB Billing Dept:

IFPMembership@healthnet.com

Fax # for IFP / CAFB Enrollment Applications:

800-977-4161

Email Address for IFP / CAFB Enrollment Applications Only:

IFP_Enrollment@healthnet.com

Fax # for IFP / CAFB Underwriting: (916) 935-4438

Fax # for Broker Services: 877-977-2947

Email Address for Broker Services: Brokers@healthnet.com

Small Business Group

800-447-8812, then

- Option 1** – New Quotes/Proposals
- Option 2** – Renewals for existing accounts
- Option 3** – Claims issues or benefit questions for an existing account (For Brokers, Consultant, or Employer Group Administrator)
- Option 4** – Enrollment Status of new group sales
- Option 5** – Broker Commissions, Contracting & Appointments
- Option 6** – Eligibility or Account Billing
- Option 7** – Provider issues / ID Cards / Address Changes (For members)



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SBG Membership Fax # for Billing & Enrollment Issues: (916) 935-4420

SBG Account Management Fax #s:

South Team: (818) 676-6297

North Team: 800-303-3110

Large or Mid-Market Questions

800-448-4411, Option 4

Medicare Broker Services

CA, HI, OR and WA

Phone #: 800-708-7646

Fax #: 800-309-5095

Email Address: HN_MedicarePrograms@healthnet.com

Additional Departmental Contacts

Collections Dept for Groups: 800-828-2525

Life Insurance Dept. for questions regarding Eligibility and Billing: 800-865-6288

COBRA Department: 800-977-2207, Option 2