



Karen Boyd

For Broker Use Only

Who to Contact for Your *Small Group* Needs

<i>Account Management</i>		<i>Contact information</i>	
<ul style="list-style-type: none"> • Renewals <ul style="list-style-type: none"> – rate and benefits – cancel coverage – confirm renewals – plan changes – underwriting questions related to renewals – online assistance related to renewals • SBG Broker of Record changes 	<ul style="list-style-type: none"> • Group changes <ul style="list-style-type: none"> – contact info – administrator access – cancellations – address updates – waiting periods – plan changes • Supply orders and marketing materials for open enrollment • Schedule A and 5500 questions 	Phone: 800-447-8812, Option 2 Fax: 800-303-3110 (Northern CA) 818-676-6297 (Southern CA)	
<i>Account Services</i>		<i>Contact information</i>	
<ul style="list-style-type: none"> • Benefit questions for members • Verify eligibility status • Claims inquiries (status and payment explanation) • Provider questions • ID card requests • HIPAA release form questions 	<ul style="list-style-type: none"> • Checking for pre-authorization • Employer group password resets (unlock/disable accounts) • Assistance with broker delegated access for Employer Portal • Request evidence of coverage (EOC) • Request evidence of benefits (EOB) 	Phone: 800-547-2967, Option 0 Fax: 866-848-6715 Email: HN_Account_Services@healthnet.com	
<i>Membership</i>			
	<i>Phone</i>	<i>Fax</i>	<i>Email</i>
Billing and payment questions	800-224-8808, Option 3	916-935-4420	SBG.Accounting@healthnet.com
Collections	800-828-2525, Option 1	800-977-8851	HN_Collections@healthnet.com
Enrollment/Eligibility questions	800-224-8808, Option 3	916-935-4420	EnrollmentUnit_North@healthnet.com
<i>Broker Services</i>			
	<i>Phone</i>	<i>Fax</i>	<i>Email</i>
Commission questions	800-448-4411, Option 4	800-361-5324	Brokers@healthnet.com
Broker contracting questions	800-448-4411, Option 4	800-361-5324	Brokers@healthnet.com
HealthNet.com Broker Portal questions (<i>Including password resets and secure messaging questions</i>)	800-448-4411, Option 4	800-361-5324	Brokers@healthnet.com
Check on status of installation of a new group	800-447-8812, Option 4	800-361-5324	Brokers@healthnet.com