

# Quick Reference Guide

*Information at your fingertips*

## *Health Net Medicare Advantage Member Services*

1-888-445-8913 (TTY: 711)

**From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.**

- Eligibility (medical, dental, vision, complementary care, Part D)
- Prescription drug benefit questions, TrOOP (true out-of-pocket) balances, participating pharmacies
- Benefits, claim status, premium billing, ID card, participating provider information
- Medical claims address: Health Net Medicare Advantage, PO Box 14130, Lexington, KY 40512

## *Health Net Medicare Advantage Pharmacy Services*

1-888-445-8913 (TTY: 711)

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- Member-initiated prior authorization and tier exception requests
- Pharmacy claims address: Health Net, Attn: Pharmacy Claims, PO Box 419069, Rancho Cordova, CA 95741-9069

## *Health Net Complementary Care – American Specialty Health Group, Inc. (ASH Group)<sup>1</sup>*

1-800-678-9133 (TTY/TDD: 1-877-710-2746)

**Monday through Friday, 5:00 a.m. to 6:00 p.m. Pacific Standard Time (PST), except holidays**

- Member services and claims status regarding complementary care (naturopathic medicine, routine chiropractic and acupuncture services)
- For out-of-network services, providers are asked to call ASH Group at 1-800-972-4226 before providing services Monday through Friday 6:00 a.m. to 6:00 p.m (PST)
- ASH Group claims address: Claims Administration, American Specialty Health Group, Inc., PO Box 509002, San Diego, CA 92150-9002
- Complementary care (naturopathic medicine, routine chiropractic and acupuncture services) are available to members on some Health Net Medicare Advantage plans. Please consult your *Evidence of Coverage* for information on your plan benefits.

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Mark Rivera  
Health Net



Visit [www.healthnet.com/medicare](http://www.healthnet.com/medicare) and register for an online member account. This lets you access your plan information and manage your account preferences.

### *Silver&Fit® Fitness Program<sup>2</sup>*

**1-877-427-4788 (TTY: 1-877-710-2746)**

**Monday through Friday, 5:00 a.m. to 6:00 p.m. Pacific Standard Time (PST), except holidays**

- Member services regarding Silver&Fit fitness program benefits
- Silver&Fit is available to members on some Health Net Medicare Advantage plans. Please consult your *Evidence of Coverage* for your plan benefits.
- Silver&Fit web address: [www.silverandfit.com](http://www.silverandfit.com)

### *Health Net Dental*

**1-877-410-0176 (TTY: 711)**

**Monday through Friday, 5:00 a.m. to 8:00 p.m. Pacific Standard Time (PST), except holidays**

- Dental member services, including dental benefits, dental claim status
- Dental claims address: Health Net Dental, PO Box 30567, Salt Lake City, UT 84130-0567
- Dental web address: [www.healthnet.com](http://www.healthnet.com)

### *Health Net Vision*

**1-866-392-6058 (TTY: 711)**

**Monday through Saturday, 4:30 a.m. to 8:00 p.m. and Sunday, 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST), except major holidays  
[www.healthnet.com](http://www.healthnet.com)**

- Vision member services, including routine vision benefits, vision claims status
- Health Net Vision claims address: Health Net Vision, PO Box 8504, Mason, OH 45040-7111

### *Managed Health Network (MHN)*

**1-800-977-8216 (TTY: 711)**

**General/Standard Inquiries; Monday – Friday, 8:00 a.m. – 6:00 p.m., Pacific Standard Time (PST) License clinicians/Emergency: 24 hours a day, 7 days a week**

- Mental health and chemical dependency services
- MHN claims address: MHN Claims Department, PO Box 14621, Lexington, KY 40512-4621

Some in-network benefits have prior authorization requirements that must be met to receive the benefits. If you have questions regarding prior authorization requirements, please refer to your *Evidence of Coverage* or contact Health Net's Member Services Department at 1-888-445-8913 (TTY: 711).

<sup>1</sup>ASH is contracted with Health Net to provide services.

<sup>2</sup>Silver&Fit® is a registered trademark of American Specialty Health, Inc.

This information is available for free in other languages. Please call our member services number at 1-888-445-8913 (TTY: 711), 8:00 a.m. to 8:00 p.m., 7 days a week.

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