



Health Net®

COMMUNITY SOLUTIONS



PHARMACY UPDATE

June 22, 2015

UPDATE #15-010

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July 1: Health Net Medi-Cal and CalViva Health Enrollment System Migration

Effective July 1, 2015, Health Net Medi-Cal members and CalViva Health members will undergo an internal enrollment system migration.

This update applies to:

State:

California

Line of business:

Medi-Cal

PHARMACY INQUIRIES ONLY:

Caremark Claims Processing

Medi-Cal

1-800-600-0180

*For optimal service, this telephone number is for pharmacy use only.

MEMBER INQUIRIES:

Refer all member inquiries to the appropriate Customer Service phone number listed on their ID card.

Current members will not receive new ID cards; should your pharmacy experience any rejects, please ensure that you are using the ID number as printed on the member's ID card.

What this means to you:

- Always submit claims with the member ID number and insurance information shown on the member's ID card.
- If a claim rejects, ensure that you are using the member ID as printed on the member's ID card. See illustration below.

Claims Processor Information:



- Please note the BIN and PCN for Medi-Cal claims:
 - RxBIN is 004336
 - RxPCN is HNMC

Additional Information:

- If you experience difficulties, call the Caremark Pharmacy Help Desk at 1-800-600-0180.
- If you have questions regarding the information contained in this update call the Health Net Medi-Cal Pharmacy Department at 1-800-548-5524 (press #).
- For eligibility questions call Health Net at 1-800-675-6110.
- For prior authorization requests call Health Net at 1-800-867-6564.
- The Health Net Medi-Cal and CalViva Health formularies are available on the Health Net provider website at <https://www.healthnet.com/portal/provider/home.ndo>.

The information below will help you set up patient profiles for Health Net Medi-Cal members and CalViva Health members.

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RXBIN	For all claims, use the Caremark RXBIN 004336.
Member ID cards	<p>Plan members will carry one of the ID cards shown below. If a member does not have a card, please call Health Net at 1-800-675-6110 to verify member eligibility.</p> <div data-bbox="440 306 1382 978" style="border: 1px solid black; padding: 10px; margin-bottom: 10px;">  <p>Group Name MAINSTREAM</p> <p>Member Name</p> <p>Member ID #</p> <p>Issue Date 03/13/2013</p> <p>Enrollment Date 10/01/2008</p> <p>Group # 0005900</p> <p>HPC 352</p> <p>Health Net Member Services, 24 Hours Member Inquiries and Provider Inquiries (800) 675-6110 Nurse Advice Line 1-800-675-6110 Pharmacist: For assistance, call Pharmacy Help Line at 1-800-600-0180 Rx BIN #004336 Rx PCN 'HNMC' CVS Caremark</p> </div> <div data-bbox="440 1020 1395 1646" style="border: 1px solid black; padding: 10px;">  <p>Group Name CALVIVA</p> <p>Member Name</p> <p>Member ID #</p> <p>Issue Date 06/01/2013</p> <p>Enrollment Date 06/01/2013</p> <p>Group # 0005900</p> <p>HPC 315</p> <p>CalViva Health Member Services, 24 Hours Member Inquiries and Provider Inquiries 1-888-893-1569 Nurse Advice Line 1-888-893-1569 Pharmacist: For assistance, call Pharmacy Help Line at 1-800-600-0180 Rx BIN #004336 Rx PCN 'HNMC' CVS Caremark</p> </div>
Quantity and copayments	Up to a 30-day supply is covered; members do not have pharmacy copays.
Prior authorization (PA)	Certain medications will require PA by the prescriber. A reject message will be received for these medications. Call Health Net Pharmacy Services at 1-800-867-6564 to inquire about the status of a PA.