



Health Net®

EMPLOYER HELPFUL HINTS

ID Cards/ID Numbers

Members should receive ID cards at their home within 7-10 business days from the date they are enrolled.

- **HMO Plans:** Each member will receive an ID card with their name and PCP indicated.
- **PPO Plans:** Single enrollees will receive one ID card. Members with dependents will receive two ID cards with the primary with subscribers name indicated on each card.

You can also access ID cards via the following



FROM YOUR COMPUTER:

- Go to healthnet.com and go to **Members**
- Under *Members*, click **Register**
- Provide the personal information requested
- Create a username and password
- Set your email preferences
- Click **Submit**



FROM YOUR MOBILE DEVICE:

- Search for Health Net in the app store and select **Install**
- Open the app and click **Register Now**
- Confirm your identity
- Create a username and password
- Set your email preferences
- Confirm and click **Register**



PHONE

Members can call Membership at:

- **HMO** (800) 909-6362
- **PPO** (800) 909-6362

Members should review their ID cards for accuracy, verifying all names are spelled correctly and that the doctor listed as their primary care physician is the one they requested (HMO only). If there are any errors, the member should call the number on their ID card to request corrections.

Prescriptions

If the member has their ID number but hasn't received their card, they can provide the number and the following information to the pharmacy and request that they attempt to run the claim through the HealthNet system:

	HMO	PPO
Rx Vendor	Caremark	Caremark
Rx BIN	004336	004336
Rx Group Number	670	670
Rx PCN	HNet	HNet

For additional information on access to care (prescriptions and office visits) **please click on the icon below.**



Find a Participating Provider

To find a participating provider online:

▶ Registered and Guest Users

- Go to healthnet.com
- Click **ProviderSearch - Find a Doctor**
- Under *What Are You Looking For*, click on the type of provider
- Under *Are You a Blue Shield Member*, click **Yes**
- Log in with the username and password
- Complete form with zip code and plan information, click **Continue**
- Click either **Doctors, Urgent Care and Walk-In Clinics, Hospital, Medical Group, Other Facilities** or **Ancillary Services**
- Complete doctor type or name
- Click **Search**
- Select provider to see more information

Billing

Your group will be billed monthly, in advance, for the following month of coverage. Your benefits administrator should audit the billing statement every month to ensure any changes in enrollment are reflected correctly.

The Affordable Care Act (ACA) requires all carriers to send a grace period notification when a group has not paid by the due date. This is not a late notice, it informs you of the grace period allowed by Health Net.

COBRA and Cal-COBRA

If your group has 1-19 employees, you will be subject to Cal-COBRA, which is administered by Health Net. If your group has 20 or more employees, you will be subject to Federal COBRA and will be responsible for administering the benefits and payments. Any questions about this should be directed to the carrier, or you can refer to your Administration Manual.

Terminated Employees/New Hires

When your group has a terminated employee, the termination can be completed online through the employer portal. If you have opted-out of the employer portal, you can submit the termination form to the fax number or email address on the form.

New hire enrollment can be submitted online or a completed application can be sent to the carrier using the contact information listed on the form or in the Administration Manual. New hire applications must be received by the carrier before the requested effective date. Incomplete applications may delay coverage.

Employer Portal

Your benefits administrator can access Health Net's employer portal by visiting healthnet.com. If the you provided an email address during the enrollment process, the Health Net Account Manager will send a registration key and instructions. If you did not provide an email address, you can call (800) 547-2967.

Important Contact Information

Member Services Enrollment & Eligibility

HMO (800) 909-6362

PPO (800) 909-6362

Pharmacy Services

HMO (800) 548-5524, Option 3

PPO (800) 548-5524, Option 3

Employer Customer Service

(800) 547-2967

Member/Employer Website

healthnet.com