



PO Box 9103
Van Nuys, CA 91409-9103

Provider Update Title: Important Change: Starting Jan. 1, 2024, Administration of Behavioral Health Services Transitions From MHN to Health Net

Type of notice: Contractual

Applies to the following provider types:		
<ul style="list-style-type: none"> • Psychiatrist/ MDs • Psychologist • Master Level 	<ul style="list-style-type: none"> • Nurse Practitioners • Facilities/Hospitals • Applied Behavior Analysis (ABA) 	
Applies to the following lines of business (LOBs)		
<ul style="list-style-type: none"> • Commercial 	<ul style="list-style-type: none"> • Medicare 	<ul style="list-style-type: none"> • Health Net Medi-Cal <ul style="list-style-type: none"> - Amador - Calaveras - Imperial - Inyo - Kern - Los Angeles - Molina - Mono - Riverside - Sacramento - San Bernardino - San Diego - San Joaquin - Stanislaus - Tulare - Tuolumne • CalViva (Fresno, Kings, Madera)

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Important Change: Starting Jan. 1, 2024, Administration of Behavioral Health Services Transitions From MHN to Health Net

Beginning in January 2024, behavioral health services will no longer be administered by MHN and will be transitioned to Health Net of California, Inc. (Health Net). Instead, these services will be arranged by Health Net. Members will not experience any changes to their behavioral health benefits as a result of this change.

Member notifications and new ID cards

As part of the annual member ID re-carding process, members will receive new member ID cards that include updated contact information for behavioral health services. The new ID cards will not reference MHN.

Operational and administrative plan changes

Certain functions, such as eligibility and benefit checks, claims submission, referrals, prior authorizations, provider portal and websites, and more may be affected. Refer to the information provided on the following pages for important details prior to and after January 1, 2024.

Do I need to register for a new account with Health Net?

You may need to create an account with Health Net in order to access certain functions on the secure provider portal, such as eligibility and benefit checks, and claims status after January 1, 2024. Use the instructions below to see if you need an account and on how to create it.

If you are...	and you...	Then you...
An existing Health Net provider	Have an account on provider.healthnetcalifornia.com	Do not need to create a new account with Health Net. You can log into the Health Net secure provider portal at provider.healthnetcalifornia.com using your existing credentials.
New to Health Net	Do not have an account on provider.healthnetcalifornia.com	Must register for an account with Health Net to access member information. Follow the steps below: <ol style="list-style-type: none"> 1 Go to provider.healthnetcalifornia.com and select <i>Create New Account</i>. 2 Follow the prompts until registration is complete.

Keep an eye out for future communications and resources to help you through this change

MHN will keep you informed of any further operational and administrative changes resulting from this transition, as necessary. Additionally, we are currently developing an online provider resource site that will provide answers to the

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most frequently asked questions about this transition. Please visit www.mhn.com or provider.healthnet.com in the upcoming weeks to access this new site.

Operational and administrative information table

Functions	Prior to January 1, 2024	After January 1, 2024
<p>Claim submission</p> <p>For claims with overlapping dates of service (DOS), providers must split the claim for end of year services and submit two separate claims.</p> <p>Note: This does not apply to provider appeals/disputes. Please see below for those addresses.</p>	<p>MHN Claims P.O. Box 14621 Lexington, KY 40512-4621</p> <p>Payer ID: 22771</p> <p>Phone: 800-444-4281</p> <p>Fax: 877-719-4804</p>	<p>Medicare:</p> <p>Health Net Medicare Claims P.O. Box 9030 Farmington, MO 63640-9030</p> <p>IFP:</p> <p>Health Net Commercial Claims – IFP P.O. Box 9040 Farmington, MO 63640-9040</p> <p>Payer ID: 22771</p> <p>Commercial:</p> <p>Health Net Commercial Claims P.O. Box 10456 Van Nuys, CA 91410</p> <p>Medi-Cal:</p> <p>Health Net Medi-Cal Claims P.O. Box 989736 West Sacramento, CA 95798</p> <p>Payer ID: 22771</p>
Eligibility and benefit checks	www.mhn.com	provider.healthnetcalifornia.com
Provider services	Phone: 844-966-0298	Phone: 844-966-0298
Provider portal/website	www.mhn.com	<p>Secure portal: Provider.healthnetcalifornia.com</p> <p>Public website: provider.healthnet.com</p>
Prior authorization	<p>Authorized by MHN</p> <p>Phone: 888-935-5966</p>	<p>Authorized by Health Net</p> <p>Phone: 844-966-0298</p>
<p>Provider Dispute Resolution</p> <p>Note: The behavioral health provider appeal/dispute form is located on the Health Net</p>	<p>MHN Provider Appeals/Disputes P.O. Box 989882 West Sacramento, CA 95798-9882</p> <p>(For all lines of business)</p>	<p>For provider appeals/disputes, submit to the appropriate P.O. Box based on the lines of business below:</p>

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Functions	Prior to January 1, 2024	After January 1, 2024
provider website at bit.ly/ProviderDisputeResolution .		<ul style="list-style-type: none"> • Medicare P.O. Box 9030 Farmington, MO 63640-9030 • Commercial P.O. Box 989882 West Sacramento, CA 95798-9882 • IFP P.O. Box 9040 Farmington, MO 63640-9040 • Medi-Cal/CalViva Health P.O. Box 989882 West Sacramento, CA 95798-9882
Provider Operations Manual	www.mhn.com	providerlibrary.healthnetcalifornia.com

Additional information:

If you have questions regarding the information contained in this update, contact MHN at 844-966-0298.

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