

# Adding and Removing Members

## Adding members

Health Net\* **discourages** employer groups from retroactively adding members after the applicable monthly billing is reconciled. Only unavoidable administrative errors by the group or its agent may form a basis for retroactively adding a new member after the monthly billing has been reconciled. Health Net may make exceptions for groups that pay a super-composite rate or when a newly-eligible dependent must be added to an existing family contract.

If Health Net must retroactively assign a new member to a participating physician group (PPG), capitation payment for that member is made and the PPG is responsible for all services due to the member from the date the member became eligible.

The PPG must continue to provide care to the dependent even if that individual does not appear on the Eligibility Report after 30 days. Members must sign an Eligibility Certification before services are provided. Contact the **Health Net Provider Services Center** for assistance in determining whether the contract provision applies in a particular case.



Line of business	Phone number
EnhancedCare PPO (IFP) and SBG	844-463-8188
Health Net Employer Group HMO, POS, HSP, PPO and EPO	800-641-7761
Individual & Family Plans (includes CommunityCare HMO, PureCare HSP, PureCare EPO, and PPO Individual and Family)	888-926-2164

## Removing members

If Health Net terminates the coverage of any member covered under the group agreement, the prepaid subscription charges received by Health Net applicable to periods after the cancellation date are refunded within 30 days. Neither Health Net nor any participating provider has any further responsibility to the member.

In the event of a retroactive cancellation, retroactive capitation adjustments are made in accordance with the *Provider Participation Agreement (PPA)*.

\*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

21-625i/FLY319629EH01w (10/21)