

Eligibility Verification

When a patient seeks medical attention, you must **attempt to verify the patient's coverage** with Health Net*, or eligibility, before providing care.

If you do not verify eligibility, Health Net does not accept financial responsibility for any services performed on an ineligible patient.

Member eligibility is verified at the time the identification (ID) card is issued; however, a member's possession of an ID card does not guarantee their eligibility. In cases where a member has lost an ID card or where eligibility may be in question, you can verify eligibility as follows:

Choose the option that works for you to view and verify eligibility.

Option 1

Use this option to verify eligibility of one member at a time.

- 1 Log in to **provider.healthnetcalifornia.com**, select the applicable line of business from the drop-down menu > Go.
- 2 Fill in the required information to view the member's information under Quick Eligibility Check.

Option 2

Use this option to verify eligibility for multiple members.

- 1 Log in to **provider.healthnetcalifornia.com**, select the applicable line of business from the drop-down menu > Go.
- 2 Select *Eligibility* at the top of the page > *Eligibility Check*.
- 3 Fill in the required information under Eligibility Check to view the member's information.
- 4 If you have to check eligibility for additional members, repeat steps 2 and 3 above.



Tips

- Include the alpha letter with the numeric number on the member's ID card; use only the letter and numbers.
- If searching by last name, include the suffix, such as Jr., as listed on the member's ID card.
- Remember to also include the date of birth (DOB) since this is a required field.
- If the complete member ID number and DOB were entered and this does not provide eligibility status for the specific patient you are verifying, try using the last name and DOB instead.

*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.