

# PROVIDER Update



NEWS & ANNOUNCEMENTS

MARCH 8, 2024

UPDATE 24-239

3 PAGES

## Is the Member with Health Net or Assigned to Molina? Verify Eligibility Through the Health Net Provider Portal

### Submit claims and prior authorization requests to the correct health plan

The current eligibility message on the Medi-Cal Automated Eligibility Verification System (AEVS) may not fully describe a participant's Community-Based Adult Services payor. In Los Angeles County, some Health Net\* Medi-Cal members may appear only as Health Net but are actually assigned to Health Net's subcontractor, Molina.

For accurate information, verify the eligibility for all your Health Net members on the Health Net provider portal. For members Health Net has assigned to Molina, send authorization requests and claims to Molina.

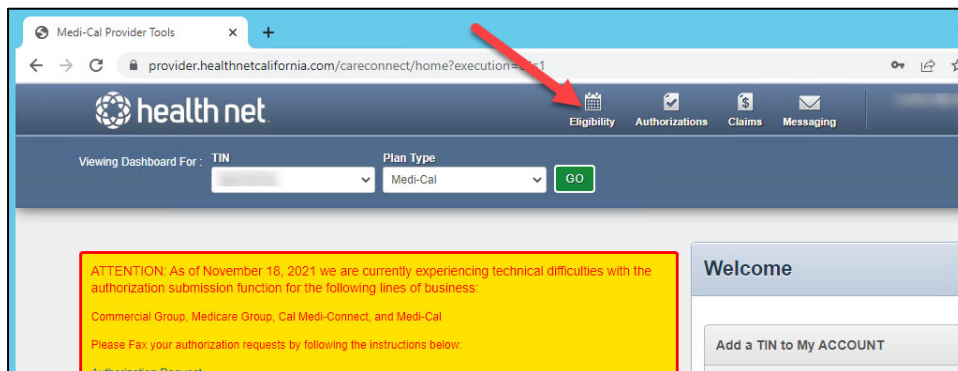
#### Health Net provider portal account

You must have an account with Health Net to access the secure provider portal and use the eligibility verification function. If you do not have an account, go to [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) and select *Create New Account*. Then follow the prompts until registration is complete.

#### How to verify member eligibility

Follow these steps to verify member eligibility.

**Step 1:** Log in to [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com). Select the applicable line of business from the drop-down menu > *Go*. Then select *Eligibility* at the top of the page.



#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers
- Behavioral Health Providers

#### LINES OF BUSINESS:

- Medi-Cal
  - Los Angeles
  - Molina

#### PROVIDER SERVICES

**Medi-Cal (including CS and ECM providers)**

– 800-675-6110

**Behavioral Health providers** – 844-966-0298

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

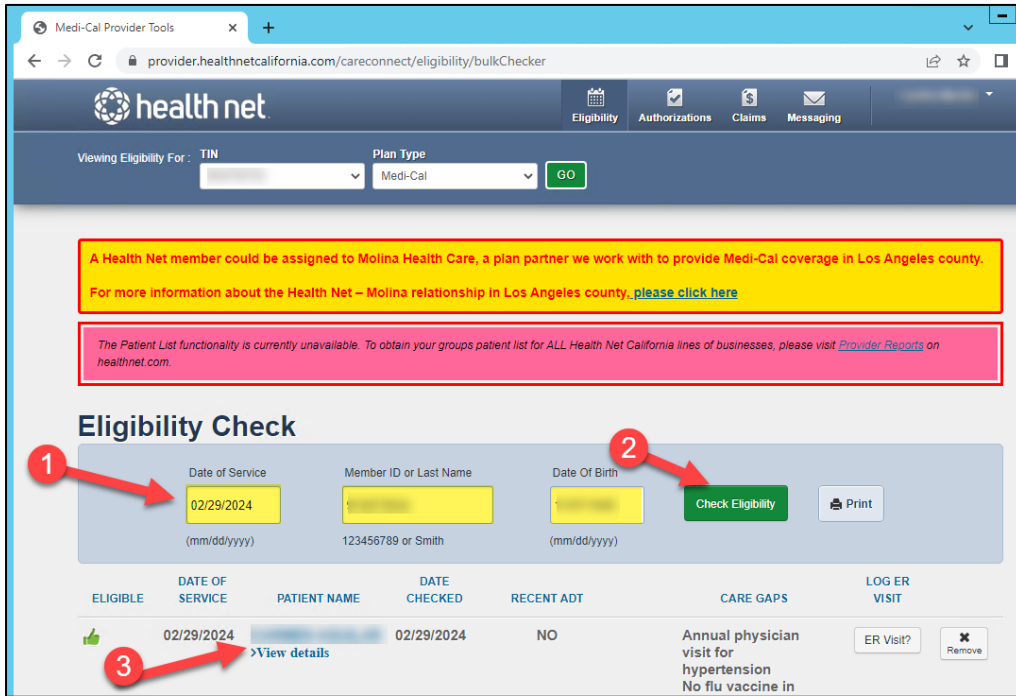
#### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

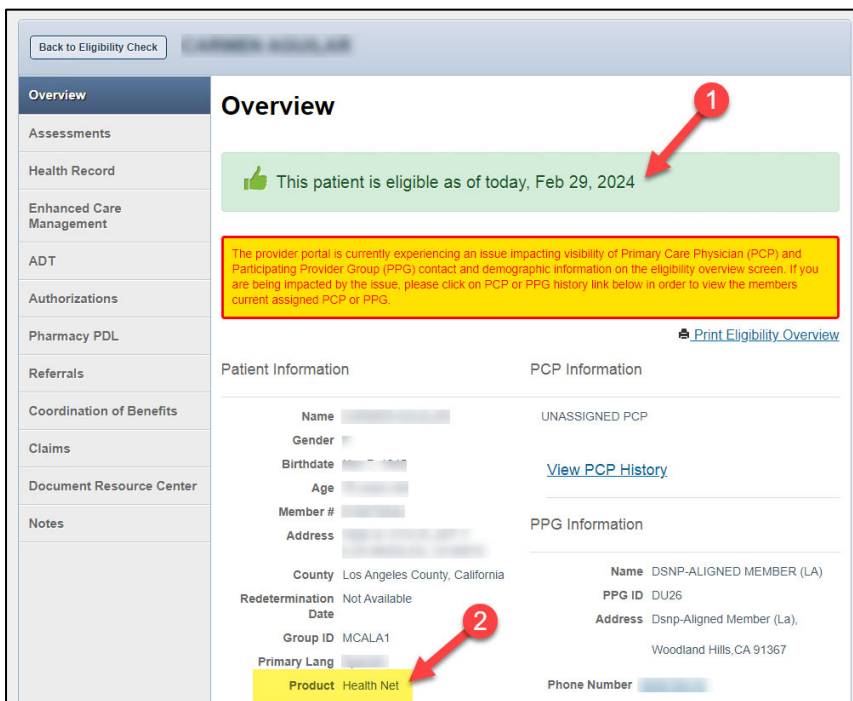
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**Step 2:** On the Eligibility page, the date of service will appear as the current day. You may change this if you are looking for retroactive eligibility.

- 1 Populate the Member ID (CIN #) and their date of birth.
- 2 Click *Check Eligibility*.
  - The member’s profile will appear under the search bar if found in the system.
- 3 Click on the member’s name to access their profile with eligibility information.



**Step 3:** You will see the following message for a member assigned to Health Net:



You will see the following message for a member assigned to Molina:

The screenshot shows a web interface for a patient eligibility check. On the left is a navigation menu with items like Overview, Assessments, Health Record, etc. The main content area is titled 'Overview' and contains three highlighted sections:

- Callout 1:** A green box with the text: "This patient is eligible as of today, 02-29-2024. This patient is currently assigned to Molina. Please visit [www.Molina.com](http://www.Molina.com) to access additional patient information".
- Callout 2:** A green box with a thumbs-up icon and the text: "This patient is eligible as of today, Feb 29, 2024".
- Callout 3:** A yellow box with a red border containing a warning: "The provider portal is currently experiencing an issue impacting visibility of Primary Care Physician (PCP) and Participating Provider Group (PPG) contact and demographic information on the eligibility overview screen. If you are being impacted by the issue, please click on PCP or PPG history link below in order to view the members current assigned PCP or PPG." Below this is a link: "Print Eligibility Overview".

Below the messages are two columns of information:

- Patient Information:** Fields for Name, Gender, Birthdate, Age, Member #, Address, County (Los Angeles County, California), Redetermination Date, Group ID, Primary Lang (Spanish), and Product (Molina LA).
- PCP Information:** Fields for Name, Physician ID, and Address. A link "View PCP History" is present below.
- PPG Information:** Fields for Name (MOLINA-ANGELES IPA) and PPG ID.

### Additional information

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110.