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News

20-607 Eliminate Barriers to Using Telehealth with FirstNet Wireless Service

Date: 09/17/20

This information applies to FQHCs and Rural Providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Sacramento, San Diego, San Joaquin, Stanislaus, and Tulare counties.

Find out more about data plans for you and your staff

Many federally qualified health centers (FQHCs) and rural health centers (RHCs) have faced barriers to access high-speed broadband, which can facilitate telehealth use to promote better access to health services, offer better care, and achieve financial sustainability. The lack of access and high costs mean telehealth adoption has been slower across many FQHCs and RHCs.

Health Net has partnered with AT&T to offer seamless access to affordable and reliable wireless service through FirstNet. It is the only nationwide wireless broadband communications platform dedicated to and purpose-built for America's first responders.

As a public-private partnership between the federal FirstNet Authority and AT&T, FirstNet is federally subsidized and offers highly competitive rates including unlimited mobile data plans that nurses and physicians can use for virtual services delivered from the practice, their home or out in the community. With FirstNet, the delivery of virtual care becomes financially and operationally feasible so more FQHCs and RHCs are able to reshape care delivery.

Many data device options are available, such as cellular enabled Apple iPads, Samsung tablets, and mobile hotspots, which include:

Brand	Model	Type	Price
Apple	iPad Air 10.5 64 GB	Tablet	\$629.99
Samsung	Galaxy Tab s5e	Tablet	\$479.99
Netgear	Nighthawk	Mifi	\$249.99

Your existing wireless device may be FirstNet compatible, where you may not have to purchase any other equipment. AT&T-FirstNet representatives can provide you with more details about your device and how it works with this plan, as well as the mobile phone and data plans available to your practice and staff.

If you are interested in the FirstNet program to expand your telehealth options, please contact Todd Owens at AT&T-FirstNet at ToddOwens@att.com (mailto:ToddOwens@att.com) or 1-209-251-0223 and let him know your FQHC or RHC has been verified as eligible for FirstNet through the partnership between AT&T and Centene, Health Net's parent company.

Additional information

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center as listed below.

Line of Business	Telephone Number	Provider Portal	Email Address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)	
EnhancedCare PPO (SBG)	1-844-463-8188	provider.healthnet.com (http://provider.healthnet.com)	
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com (http://provider.healthnet.com)	
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (individual)	1-800-929-9224	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)	
Medicare (employer group)	1-800-929-9224	provider.healthnet.com (http://provider.healthnet.com)	

Medi-Cal	1-800-675-6110	provider.healthnet.com (http://provider.healthnet.com)	N/A
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