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News

20-699 Hospital Notification Unit 800 Number Temporarily Suspended

Date: 10/02/20

This information applies to Hospitals, and Ancillary providers.

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

Fax authorization requests to HNU or call the Provider Services Center for inpatient authorization status

During the COVID-19 state of emergency, the Health Net Hospital Notification Unit (HNU) 800 number is temporarily suspended. During this time, Health Net-contracted hospitals, skilled nursing facilities, long-term care facilities, and long-term acute care hospitals should submit inpatient authorization requests by fax to 1-800-676-7969.

How to find out the status of an inpatient authorization request

Get the status of an urgent inpatient authorization request by calling the Provider Services Center at the applicable number below. The Provider Services Center will escalate any inquiries directly to the HNU, as needed.

PROVIDER SERVICE CENTER BY LINE OF BUSINESS	NUMBER
Employer Group HMO, POS, HSP, PPO, and EPO	1-800-641-7761
Enhanced Care PPO (IFP and SBG)	1-844-463-8188
Individual Family Plan (includes CommunityCare HMO, PureCare HSP, PureCare EPO, and PPO IFP)	1-888-926-2164
Medi-Cal	1-800-675-6110
Medicare Advantage: Green, Health Heart I, Ruby, Violet plans	1-800-929-9224
Medicare Advantage: Amber, Amber I, Amber II, Healthy Heart II plans	1-800-646-5614
First Health Provider Relations	1-800-937-6824

When will the temporary process end?

You will be notified when the HNU 800 number is again active. Until then, please fax your inpatient authorization requests to 1-800-676-7969 and call the numbers above for status.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

LINE OF BUSINESS	TELEPHONE NUMBER	PROVIDER PORTAL	EMAIL ADDRESS
EnhancedCare PPO (IFP)	1-844-463-8188	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2F_spring_cas_security_check)	provider_servic (mailto:provide

EnhancedCare PPO (SBG)	1-844-463-8188	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	provider_servic (mailto:provide)
Medicare (individual)	1-800-929-9224	Health Net California Provider Portal (https://provider.healthnetcalifornia.com/sso/login?service=https%3A%2F%2Fprovider.healthnetcalifornia.com%2Fcareconnect%2Fj_spring_cas_security_check)	provider_servic (mailto:provide)
Medicare (employer group)	1-800-929-9224	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	provider_servic (mailto:provide)
Medi-Cal	1-800-675-6110	Health Net Provider Portal (https://www.healthnet.com/content/healthnet/en_us/providers.html)	N/A

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