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Language ▾

HealthNet.com (<https://healthnet.com>)

News

20-906 Updated Health Net-Specific Nondiscrimination Notice

Date: 12/03/20

This information applies to Physicians, and Participating Physician Groups (PPGs)..

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

Use updated nondiscrimination notice for members

The nondiscrimination notices you send to your members have been updated. Please start using the updated notices immediately.

The protected classes below were added to the nondiscrimination notices¹:

- Ethnic group identification
- Mental disability
- Physical disability
- Medical condition
- Genetic information

Using the notice

Providers, including case management and utilization management (UM)-delegated providers, are required to include a Health Net-specific nondiscrimination notice and taglines with vital documents sent to Health Net members (for example, UM denial and delay notices, and claims notices that require member action).

You can find the updated Health Net-specific nondiscrimination notice by:

1. Logging on to the Health Net provider portal (https://www.healthnet.com/content/healthnet/en_us/providers.html).
2. Select *Nondiscrimination Notice* at the bottom of the home page.

Additional Information

Relevant sections of the Health Net provider operations manuals will be revised to reflect the information contained in this update, as applicable. Provider operations manuals are available electronically in the Provider Library, located on the Health Net provider website (https://www.healthnet.com/content/healthnet/en_us/providers.html).

If you have questions regarding the information contained in this update, email the Health Net Provider Services Center (mailto:provider_services@healthnet.com) within 60 days, through the Health Net provider website (https://www.healthnet.com/content/healthnet/en_us/providers.html).

¹ This is in accordance with the Health and Safety Code (HSC), section 1367.042(a)(3), California Insurance Code, section 10133.11(a)(3) and the Welfare and Institutions Code, section 14029.91(e)(3).

Last Updated: 12/03/2020

[Terms & Conditions \(/terms-conditions.html\)](/terms-conditions.html)

[Nondiscrimination Notice \(/non-discrimination-notice.html\)](/non-discrimination-notice.html)

[Privacy Policy \(/privacy-policy.html\)](/privacy-policy.html)

[Notice of Privacy Practices \(/privacy-practices.html\)](/privacy-practices.html)

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