

HEALTH NET

Care Coordination Guide

Subject	Instructions
Webpage	https://www.healthnet.com/
Member Services	Call <u>Health Plan Member Services</u> at: 800-675-6110, 800-431-0964 TTY
Mental Health Services – <i>Mild to Moderate MH Needs</i>	Call <u>Health Plan Member Services</u> at: 800-675-6110 or 888-426-0030
Mental Health Services – <i>Serious MH Needs</i>	Call <u>County Mental Health Plan</u> at: 916-875-1055 or 1-888-881-4881 Adult TTY 916-874-8070, Child TTY 916-876-8892 / FAX: 916-875-1190
Substance Use Disorders	Call <u>County Alcohol & Drug System of Care</u> at: 916-874-9754
Advice Nurse – 24 hours	Call <u>Member Services</u> at: 800-675-6110 After hours, choose the option for the Nurse Advice Line.
Urgent Care Clinics	See <u>Urgent Care List</u> posted on the Medi-Cal Managed Care Resources webpage.
Transportation – <i>Non-medical</i>	Call <u>Member Services</u> at 800-675-6110; choose the option for transportation. Non-medical transportation is covered for medically necessary Medi-Cal covered services.
Transportation – <i>Medical (non-emergency)</i>	Call <u>Member Services</u> at 800-675-6110; choose the option for transportation. Provider needs to sign a <u>Physician Certification Form (PCS)</u> to determine type of transportation provided. Advance notice of 5 business days is required unless it is for critical services.
Linguistic	Call <u>Member Services</u> at 800-675-6110, 800-431-0964 TTY Request an in-person interpreter for any medical appointment at least 3-5 business days prior to the appointment.
Case Management – <i>Basic</i>	<u>Hill Enrollees</u> : Call Hill Physicians Case Management at 855-726-4764 <u>River City Enrollees</u> : Call River City Medical Group Case Mgmt at 800-928-1201
Case Management – <i>Complex</i>	<u>Hill Enrollees</u> : Call Health Net Member Services at 800-675-6110 <u>River City Enrollees</u> : Call River City Medical Group Case Mgmt at 800-928-1201
Disease Management – <i>Be in Charge! Program</i>	Call <u>Health Net Member Services</u> at 800-675-6110 <i>or</i> <u>Health Net Health Education Department</u> at 800-804-6074 For members with asthma, diabetes, or heart failure.
Inpatient Discharge Planning	<u>Hill Enrollees</u> : Call Hill Physicians Discharge Planning at 855-726-4764 <u>River City Enrollees</u> : Call River City Discharge Planning at 800-928-1201

Note: The Care Coordination Guide is solely to be used as a tool and not in lieu of Health Net policies, procedures, or Member Handbook Evidence of Coverage.