



Health Net of California, Inc.  
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[www.healthnet.com](http://www.healthnet.com)

December 3, 2004

Dear Administrator:

Health Net is pleased to announce that effective January 1, 2005, Seniority Plus employer group and individual plan members will obtain behavioral health and substance abuse services through Managed Health Network (MHN). MHN, the behavioral health subsidiary of Health Net, Inc., is a leading national provider of managed behavioral health care and currently provides these services to Health Net of California, Inc.'s commercial members.

Seniority Plus members who access MHN will no longer need to contact their primary care physician (PCP) or participating physician group (PPG) to request a referral for behavioral health care or substance abuse services. Instead, Seniority Plus members will obtain these services through MHN's extensive behavioral health and substance abuse network. In most cases members will not need to select a new behavioral health provider because MHN's extensive behavioral health and substance abuse network includes almost all of Health Net's current behavioral health and substance abuse providers. Health Net members have already been notified, and Health Net will be distributing this information to physicians affiliated with your PPG.

On or after January 1, 2005, PPGs should no longer provide, refer or authorize behavioral health and substance abuse services to Seniority Plus members or pay related sub-contracting provider claims, except for the professional component of detoxification-related services performed in an acute care facility. Doing so may result in non-payment or reduced provider compensation for non-covered services. Behavioral health and substance abuse claims for these dates of service should be forwarded to MHN. As a reminder, contracting and sub-contracting providers are prohibited from balance billing Health Net Seniority Plus members.

This change does not affect the PCPs' responsibility to continue to treat behavioral health diagnoses within their usual scope of practice. PCPs typically treat 75 - 80 percent of patients who exhibit symptoms of depression. However, when specialty services are required, members will obtain behavioral health and substance abuse services directly from MHN. Members may self-refer or a PCP or PPG may facilitate the referral by calling (800) 646-5610.

MHN will offer continuity of care assistance for Seniority Plus members who are receiving outpatient services for an acute condition from a practitioner or provider not affiliated with MHN, if medically indicated. An acute condition is one of sudden onset that involves an abrupt change in condition, is of limited duration and requires prompt attention.

Practitioners, providers or Seniority Plus members may request continuity of care assistance by contacting MHN directly. MHN intake specialists will obtain the information necessary to authorize care. If additional clinical information is needed, the intake specialist will refer the call to an MHN care manager. MHN care managers are licensed behavioral health professionals, and will authorize services and consult as needed with an MHN physician advisor. MHN will notify the requesting practitioner, provider or Seniority Plus member by telephone of the continuity of care decision.

The attached list of MHN and Health Net contact information may be hung in your office as a quick reference tool. Additionally, we have enclosed for your reference only, sample copies of the letters notifying Health Net's Seniority Plus employer group and individual plan members of this transition.

Except for behavioral health and substance abuse services, all other Seniority Plus covered services, including prescription medications, will continue to be coordinated by the member's PCP and PPG.

If you have questions regarding behavioral health and substance abuse services for Seniority Plus members, contact the Health Net Seniority Plus Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com), via the provider portal on Health Net's Web site at [www.healthnet.com](http://www.healthnet.com), or by telephone at (800) 929-9224. You may also contact your Health Net provider network manager.

We look forward to working with you to ensure a smooth transition for all Seniority Plus members.

Sincerely,

A handwritten signature in black ink that reads "Agnes Strandberg". The signature is written in a cursive, flowing style.

Agnes Strandberg  
National Vice President  
Product Development and Network Strategy  
Senior Products Division

Enclosures

04-177a



**Health Net**

## Seniority Plus Transition to MHN Quick Reference Sheet

Managed Health Network (MHN)	
Seniority Plus Transition Services	Contact Information
Behavioral health and substance abuse services Referral and intake process for transition and continuity of care assistance MHN provider directory or practitioner search	(800) 646-5610 – providers and members (800) 327-0801 (TDD/TTY) www.mhn.com
Claims for behavioral health or substance abuse services for Seniority Plus members	MHN Claims Department P.O. Box 14621 Lexington, KY 40512-4621
MHN Provider Contracting	(800) 541-3353

Health Net Provider Services Center	
Seniority Plus Transition Services	Contact Information
Information regarding the transition to MHN Information regarding Seniority Plus benefits and services MHN's practitioner search can also be accessed through Health Net's Web site <b>Hours of Operations</b> 8:00 a.m. – 5:00 p.m. Monday through Friday, except holidays	(800) 929-9224 – providers only provider.services@healthnet.com www.healthnet.com

Health Net Member Services Center	
Seniority Plus Transition Services	Contact Information
Information regarding the transition to MHN Information regarding Seniority Plus benefits and services MHN's practitioner search can also be accessed through Health Net's Web site <b>Hours of Operations</b> 7:30 a.m. – 12:00 p.m. 1:00 p.m. – 5:00 p.m. Monday through Friday, except holidays	(800) 275-4737 – members only (800) 929-9955 (TDD/TTY) www.healthnet.com

## Sample of Seniority Plus Employer Group Member Letter



Health Net Seniority Plus  
21281 Burbank Boulevard  
Woodland Hills, California 91367-6607  
Mailing Address: Post Office Box 10198  
Van Nuys, California 91410-0198

[www.healthnet.com](http://www.healthnet.com)

(Date)

Dear Valued Health Net Seniority Plus Member,

Thank you for your continued membership with Health Net Seniority Plus. We appreciate the opportunity to provide you with access to quality health care. All our efforts are directed at offering you the option for more information, access and control over your health care decisions.

**A primary goal of ours is to always keep you informed concerning changes to our provider network. That's why we are providing you this news of an administration change in your mental health care and substance abuse benefits program.**

- Effective January 1, 2005, your mental health care and substance abuse benefits will be administered through MHN. MHN has an extensive mental health and substance abuse provider network that includes most of Health Net's contracted Participating Physician Group's (PPG's) mental health and substance abuse providers.
- This is an administrative change only. There **are no changes** in your benefits – your mental health and substance abuse coverage remains the same.
- You will no longer need to request a referral from your Primary Care Physician (PCP) to receive mental health care and substance abuse benefits.
- If you are currently accessing a mental health care and/or substance abuse provider through your PPG, Health Net and MHN will provide you with transition of care assistance. In most cases you will not need to select a new provider of care. Transition of care services will be available if a provider change is required. Please contact MHN at **1-800-646-5610** (or **1-800-327-0801** TDD/TTY for the hearing and speech impaired) 24 hours a day, 7 days a week for assistance.

Please contact the Health Net Seniority Plus Member Services Department for further information at **1-800-275-4737** (or the telecommunications device TDD/TTY for the hearing and speech and impaired at **1-800-929-9955**). Our office hours for both Member Services and TDD/TTY are from 7:30 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m., Monday through Friday, except holidays. You may also contact our Member Services Department through our Internet web site at [www.healthnet.com](http://www.healthnet.com).

Thank you for choosing Health Net Seniority Plus. We are working for your well-being.

Sincerely,

Health Net Seniority Plus Member Services

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## Sample of Seniority Plus Individual Plan Member Letter



Health Net Seniority Plus  
21281 Burbank Boulevard  
Woodland Hills, California 91367-6607  
Mailing Address: Post Office Box 10198  
Van Nuys, California 91410-0198

[www.healthnet.com](http://www.healthnet.com)

(Date)

Dear Valued Health Net Seniority Plus Member,

Thank you for your continued membership with Health Net Seniority Plus. We appreciate the opportunity to provide you with access to quality health care. All our efforts are directed at offering you the option for more information, access and control over your health care decisions.

A primary goal of ours is to always keep you informed concerning changes to our provider network. That's why we are providing you this news of an administration change in your mental health care and substance abuse benefits program.

- Effective January 1, 2005, your mental health care and substance abuse benefits will be administered through MHN.
- You will no longer need to request a referral from your Primary Care Physician (PCP) to receive mental health care and substance abuse benefits.
- If you are currently accessing a mental health care and substance abuse provider through your Participating Physician Group (PPG), Health Net and MHN will provide you with transition of care assistance. In most cases you will not need to select a new provider of care. MHN has an extensive mental health and substance abuse network that includes most of Health Net's contracted PPG's mental health and substance abuse providers.
- If you choose to change your current mental health care and substance abuse provider, call MHN at **1-800-646-5610** (or **1-800-327-0801** TDD/TTY for the hearing and speech impaired) 24 hours a day, 7 days a week.
- This is an administrative change only. There **are no changes** in your benefits – your mental health and substance abuse coverage remains the same.

Please contact the Health Net Seniority Plus Member Services Department for further information at **1-800-275-4737** (or the telecommunications device TDD/TTY for the hearing and speech and impaired at **1-800-929-9955**). Our office hours for both Member Services and TDD/TTY are from 7:30 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m., Monday through Friday, except holidays. You may also contact our Member Services Department through our Internet web site at [www.healthnet.com](http://www.healthnet.com).

Thank you for choosing Health Net Seniority Plus. We are working for your well-being.

Sincerely,  
Health Net Seniority Plus Member Services

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