



First Health Network FAQs

Q

What is First Health?

A

First Health makes a national network available to Health Net, with doctors and hospitals located throughout the U.S. This arrangement allows you, as a Health Net PPO member, to receive health care services at a contracted rate, whether you reside or travel outside of California.

Q

When do I use the Health Net PPO Network, and when do I use the First Health Network?

A

California resident members – when in California – should use the Health Net PPO Network, and when traveling outside of California, should use the First Health Network.

If you are on an out-of-state (OOS) plan – and reside outside of California – you should use the First Health Network all the time, even when in California.

Helpful examples

Travel benefit:

Sue (employee) has a CA SBG PPO plan and lives in California:

- When Sue is at home in California, she uses her CA Health Net PPO Network to get in-network benefits.
- When Sue visits her son in Idaho (who is a dependent on her plan), she uses the First Health Network to get in-network services.
- This also applies to Sue's son. Even though he lives in Idaho, he accesses care via Sue's travel benefit, using the First Health Network.
- When Sue's son comes home to visit his mom in California, he would use the CA Health Net PPO Network to access in-network care.

OOS resident benefit:

Brad has a CA SBG PPO OOS plan and lives in Nevada.

- When Brad is at home in Nevada, he uses the First Health Network to get in-network services.
- When Brad is anywhere in the United States – even in California – he uses the First Health Network to get in-network services.

Q

How do I find a First Health Network provider?

A

You can call First Health at 1-800-226-5116. You can also log in to your www.healthnet.com member account, click on *ProviderSearch* and then on *Search First Health* to find a provider online (see attached flyer). **Note:** In order to access the accurate list of Health Net-contracted First Health providers, you must use the link on HealthNet.com.

(continued)

Q *What type of care can I get from First Health?*

A You can only access medical services from First Health Network providers.

- For mental health services, you should contact MHN at the number on your ID card.
- For acupuncture and chiropractic benefits, you should contact American Specialty Health Networks (ASH) at 1-800-678-9133.

Q *How do I verify a provider is in-network?*

A You should ask the provider's office personnel if they contract with First Health. (The First Health logo is on the your ID card.)

Q *What should I do if a provider states they are out-of-network but they show as in-network on the website?*

A You can call First Health at 1-800-226-5116. The customer service agent should be able to verify contract status or help you find another provider that is contracted and meets your care needs.

Q *How do I get services authorized?*

A Authorizations should be requested on your behalf by the facility/physician that would perform the services.

Authorizations are requested from the following avenues

Outpatient pharmaceutical submitted under the medical benefit:

Health Net's Pharmacy Benefit Manager (PBM) – 1-800-548-5524

Radiation therapy and sleep studies:

eviCore – 1-888-693-3211

Advanced imaging:

National Imaging Associates (NIA) – 1-800-424-4802

For all other authorizations:

Health Net Life Insurance Company – 1-800-977-7282, fax 1-800-793-4473

Note: This list is not all-inclusive of services that require authorization.

Q *What happens if I receive care from a provider that is not contracted with First Health?*

A You may have to pay higher out-of-pocket costs at the time of service and will then need to submit a [claim form](#) to receive reimbursement at the out-of-network benefit level, subject to any applicable copayment, coinsurance and deductible.

Q *How do I find a network pharmacy?*

A Members can visit www.healthnet.com/mypharmacy and click on *Find a pharmacy* at the bottom of the page to locate an in-network pharmacy near your home or work.

Q *What can I do in case of an emergency?*

A You should go to the nearest emergency room, even if it is not a contracted First Health provider.

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Q *How can I get a cost estimate for services in advance of receiving services?*

A You can contact the provider for a cost estimate. You can also call Health Net and get help with questions regarding coverage and benefit levels.

Q *How can I request that a provider be added to the First Health Network?*

A You can complete the [Provider Nomination Form](#) to request that a provider be added to the First Health Network. Instructions for submission are listed on the form.

Q *Does the Health Net PPO service area include U.S. territories?*

A The Health Net PPO service area is the continental United States. This does not include U.S. territories or Hawaii. However, if you are a California resident and travel to Hawaii, you can access a First Health provider at in-network benefits.

Q *How many providers are in the First Health Network?*

A Approximately 868,000. See the attached chart for a breakdown of providers by state and specialty.

Q *Does Health Net contract with all providers in the First Health Network?*

A No, we do not. Specifically, certain toxicology labs and Mayo Clinic providers are excluded from our First Health agreement.

These providers are excluded:

- SMA Medical Lab
- Millennium Health
- Precision Toxicology
- Confirmatrix Lab
- Vitae Diagnostics
- John Granger
- Mayo

It's easy to find a First Health® doctor or hospital

You can quickly and easily find a provider with our online search tool. You can also create a listing of your results to save or print.

To get started:

Select “National PPO - First Health” on your Health Net provider search site

To find a provider:

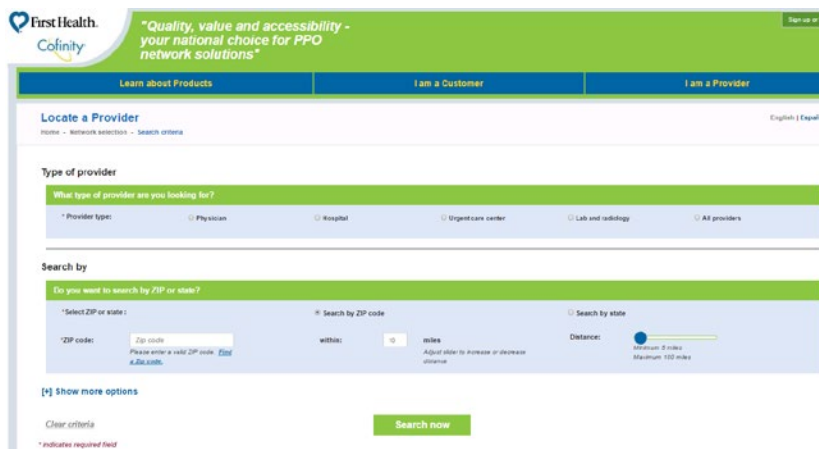
Click the “Start now” button

Choose your criteria:

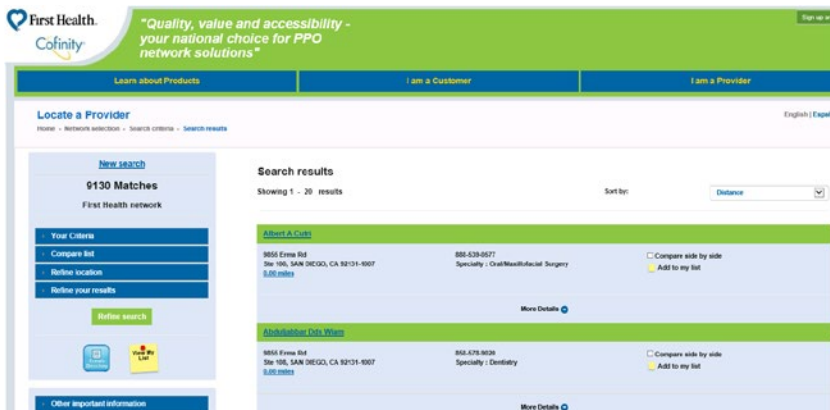
- Pick a provider type
 - You can also pick specific counties or cities with a state search
 - To include more search options, click “Show more options”
 - You can search by provider name, specialty or condition
- Click the “Search now” button

From your search results, you can:

- Sort by distance, name or specialty
- Compare providers side by side
- Refine your search by location or results
- See more details about each provider
- Text or email the results
- Add providers to a list for a custom directory
- Create a directory with all your search results



The screenshot shows the 'Locate a Provider' search form on the First Health Cofinity website. The form includes a header with the First Health logo and a navigation bar with links for 'Learn about Products', 'I am a Customer', and 'I am a Provider'. The main section is titled 'Locate a Provider' and contains a 'Type of provider' section with radio buttons for 'Physician', 'Hospital', 'Urgent care center', 'Lab and radiology', and 'All providers'. Below this is a 'Search by' section with a 'Select ZIP or state' dropdown, a 'Search by ZIP code' field, and a 'Search by state' dropdown. There is also a 'Distance' slider set to 'Maximum 100 miles'. A 'Show more options' link is visible below the search fields. At the bottom, there are 'Clear criteria' and 'Search now' buttons.



The screenshot shows the search results page on the First Health Cofinity website. The page displays '9130 Matches' for the search criteria. On the left, there is a sidebar with 'Your Criteria' and 'Refine your results' options. The main content area shows a list of search results, including details for 'Robert A. Cook' and 'Abdulhadi Othman'. Each result includes the provider's name, address, phone number, and specialty. There are also links to 'Compare side by side' and 'Add to my list' for each provider. The page is sorted by 'Distance'.

To create a directory

- Click the “Create Directory” icon
- Pick a directory type
- Add a name for your directory
- You can also include a table of contents and/or index
- Pick a delivery option
- Click the “Create directory” button

Still have questions? Call us.

You've followed the steps outlined, but didn't get what you need? Call us at **1-800-226-5116** - we're happy to help.

	STATE	TOTAL	GENERAL ACUTE CARE HOSPITALS	OTHER HOSPITALS	AMBULATORY SURGERY CENTER LOCATIONS	URGENT CARE LOCATIONS	OTHER ANCILLARY LOCATIONS	FAMILY PRACTICE / INTERNAL MEDICINE	PEDIATRICIANS	OBSTETRICIANS / GYNECOLOGISTS	OTHER SPECIALISTS
AK	397	3	0	1	1	193	24	8	10	157	
AL	7,983	85	13	35	44	1,388	1,182	388	334	4,514	
AR	7,545	67	12	42	40	959	790	269	210	5,156	
AZ	15,842	71	27	102	173	2,446	1,913	724	490	9,896	
CA	69,826	256	48	274	474	11,316	8,423	3,540	1,988	43,507	
CO	15,356	75	19	73	130	2,024	1,485	551	474	10,525	
CT	12,384	31	5	54	54	1,399	1,622	658	476	8,085	
DC	5,096	7	3	2	8	237	525	284	150	3,880	
DE	3,739	7	3	24	4	614	439	239	93	2,316	
FL	55,015	261	71	406	469	9,122	5,518	2,186	1,889	35,093	
GA	22,533	142	29	305	219	4,187	3,106	1,279	1,168	12,098	
HI	1,210	14	2	3	8	276	135	55	31	686	
IA	14,581	117	3	34	30	1,757	2,007	318	287	10,028	
ID	5,181	36	3	32	40	568	265	107	112	4,018	
IL	40,640	175	21	73	64	4,298	5,450	1,666	1,351	27,542	
IN	18,059	110	26	76	80	1,943	1,949	688	555	12,632	
KS	12,959	142	19	63	57	1,560	1,231	418	277	9,192	
KY	15,779	98	13	42	53	1,675	1,875	657	492	10,874	
LA	14,161	113	34	65	102	2,084	1,557	666	533	9,007	
MA	35,910	87	27	51	41	1,975	5,054	2,003	982	25,690	
MD	23,172	50	4	219	107	2,660	2,953	1,048	876	15,255	
ME	4,879	33	4	10	7	405	728	173	125	3,394	
MI	19,722	105	24	46	76	2,268	2,657	812	725	13,009	
MN	15,705	94	8	31	96	1,506	1,571	588	397	11,414	
MO	24,198	126	23	87	125	3,121	2,578	957	656	16,525	
MS	8,815	78	12	37	17	1,011	1,201	334	303	5,822	
MT	1,658	31	0	7	5	264	118	26	28	1,179	
NC	27,073	117	5	105	187	3,671	3,981	1,394	1,111	16,502	
ND	3,669	31	4	11	0	236	315	86	66	2,920	
NE	10,202	92	6	39	39	1,146	1,179	264	210	7,227	
NH	7,223	27	5	24	19	680	748	233	183	5,304	
NJ	19,337	62	22	96	105	2,989	2,547	1,271	706	11,539	
NM	3,738	28	2	9	10	735	352	124	106	2,372	
NV	5,073	33	4	48	64	931	417	196	189	3,191	
NY	31,051	146	24	19	37	4,664	3,941	1,635	1,146	19,439	
OH	34,025	163	39	88	106	3,608	3,738	1,519	962	23,802	
OK	13,285	132	16	69	44	2,015	1,350	399	337	8,923	
OR	11,749	56	3	36	68	826	1,329	466	411	8,554	
PA	50,757	185	34	177	338	6,074	6,746	2,102	1,395	33,706	
PR	60	7	0	0	0	45	3	0	0	5	
RI	5,188	16	4	17	13	512	708	201	187	3,530	
SC	12,752	60	8	96	71	1,954	1,935	716	532	7,380	
SD	3,735	47	6	10	7	401	516	68	71	2,609	
TN	15,153	116	19	122	59	2,446	2,041	658	552	9,140	
TX	57,891	384	120	193	317	6,480	6,184	3,053	2,290	38,870	
UT	7,850	32	6	27	54	962	301	317	238	5,913	
VA	23,000	84	14	60	143	2,654	2,970	1,086	848	15,141	
VT	3,632	17	1	1	2	257	318	146	80	2,810	
WA	21,703	87	12	81	187	1,549	2,159	828	616	16,184	
WI	21,035	97	7	36	219	1,986	1,865	530	461	15,834	
WV	6,357	55	4	8	53	854	922	237	173	4,051	
WY	961	19	0	6	7	279	43	27	34	546	
TOTAL	868,844	4,507	818	3,572	4,673	109,210	102,964	38,198	27,916	576,986	

Provider counts are as of March 2018 from First Health data warehouse. Physicians with multiple locations are counted once per region. Other hospitals include mental health/substance abuse centers, pediatric, rehabilitation, specialty and women's hospitals. Other ancillary locations include all other facility providers not otherwise categorized. Information is believed to be accurate as of production date, however, it is subject to change.