



Provider Service Guide

Health Net Federal Services

MultiPlan’s client, Health Net Federal Services, LLC (Health Net), supports the Department of Veterans Affairs in providing healthcare services to Veterans participating in the Patient-Centered Community Care (PCCC) program. This guide provides answers to questions related to administering the PCCC program.

FOR THESE SERVICES	CONTACT
<ul style="list-style-type: none"> Contract copy requests and inquiries Demographic information changes (including deletes, adds, changes to TIN and NPI numbers) Submitting credentialing applications Adding providers to existing groups Credentialing questions 	<p>MultiPlan</p> <p>Email: govtcoordinator@multiplan.com</p> <p>Fax: 630-799-3587</p> <p>Mail: MultiPlan ATTN: GBSC 6116 Shallowford Road, Suite109B Chattanooga, TN 37421</p>
<ul style="list-style-type: none"> Claims status and payment inquiries Fee inquiries Provider referrals Verify member eligibility 	<p>Health Net</p> <p>Phone: 800-979-9620</p> <p>Web: www.hnfs.com</p>
<ul style="list-style-type: none"> Medical documentation submissions 	<p>Health Net</p> <p>Fax: 804-622-3559</p>
<ul style="list-style-type: none"> Claims reimbursement assistance (after payer has been contacted) Participation verification 	<p>MultiPlan</p> <p>Phone: 800-229-3644</p>
<p>Use the Health Net website for these helpful resources:</p> <ul style="list-style-type: none"> Claims information Forms Provider Manual Provider education PCCC Benefit Program Requirements And much more! 	<p>Health Net</p> <p>Web: www.hnfs.com</p>