



SANTÉ COMMUNITY
PHYSICIANS

MEMORANDUM

DATE: March 10, 2020
TO: Santé Community Physicians Providers
FROM: Kelly Lilles, Director, Physician Services and Education
RE: Eligibility Inquiry

Effective immediately, Santé will no longer provide member's eligibility information in all of our correspondence including but not limited to phone calls with our Customer Service and the Sante internet (web portal).

In lieu of this change, we highly recommend to redirect all your member eligibility inquiries to their corresponding health plans. Below are the websites and phone numbers for the health plans.

For HMO Commercial and Medicare:

Aetna

<https://navinet.navimedix.com/sign-in?ReturnUrl=/Main.aspx>

Provider Line (800) 624-0756

Anthem Blue Cross

<https://apps.availability.com/availability/web/public.elegant.login>

Provider Line (800) 677-6669

Blue Shield

<https://www.blueshieldca.com>

Provider Line (800) 541-6652

Brand New Day

<https://aerial.carecoordination.medecision.com/login.html>

Health Net Commercial

<https://www.healthnet.com/>

Provider Line (800) 641-7761

Health Net Medicare

<https://provider.healthnetcalifornia.com>

Provider Line (800) 646-5614

United Healthcare

<https://healthid.optum.com>

Provider Line (877) 842-3210

Availity- 1 (800) AVAILITY (282-4548) - *May get access to multiple health plans.*

For Medi-Cal:

Anthem - Provider Line (800) 407-4627

Health Net- Provider Line (888) 893-1569

If you have any questions, please feel free to contact Santé Customer Service Department at (559) 228-5410.