

# COMMERCIAL PRODUCTS

Call (800) 909-3447, option **1**, then:

OPTION #	WILL PROVIDE ASSISTANCE WITH...	SERVICE TEAM
<b>1</b>	Commission Questions/Issues	Broker Services
<b>1</b>	Contracting	Broker Services
<b>2</b>	Application Status in Underwriting	Broker Services
<b>2</b>	Pre-Underwriting Inquiries/Questions	Broker Services
<b>3</b>	Delinquency Report/Paid-Thru-Status/Benefits & Rates	Broker Services
<b>3</b>	Forms & Supplies/Broker Linkage/Broker Portal/Quoting	Broker Services
<b>4</b>	Premium Billing/Premium Payments	Premium Billing
<b>4</b>	Reinstatements/Refunds/Cancellations/Address Changes	Premium Billing
<b>5</b>	Claims/Benefits on Specific Members	Account Services

DEPARTMENT	EMAIL	FAX #
Broker Services	brokers@healthnet.com	877-977-2947
Premium Billing	ifpmembership@healthnet.com	916-935-4522
New Enrollment Applications	ifp_enrollment@healthnet.com	800-977-4161
Underwriting	ifp_underwriting@healthnet.com	866-823-6794
Account Services	hn_account_services@healthnet.com	800-794-3988

## MAILING AND ONLINE ADDRESSES

### Overnight Mailing Address

**IFP Enrollment**  
**IFP Broker Services**  
**IFP Underwriting**

11971 Foundation Place  
 Rancho Cordova, CA 95670

### Standard Mailing Address

**IFP Enrollment**  
**IFP Broker Services**  
**IFP Underwriting**

PO Box 1150  
 Rancho Cordova, CA 95741-1150

**Premium Payments**

PO Box 894702  
 Los Angeles, CA 90074-4702

### Marketing Collateral and Applications

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

- > Choose **California**
- > Select **IFP Forms and Brochures** in the Individual & Family Plans column
- > Click on the items to download immediately or place an order to have mailed to you.

# MEDICARE SUPPLEMENT PRODUCTS

Calling (800) 708-7646 will provide assistance with:

Commission Questions/Issues  
 Contracting  
 Enrollment/ID Cards  
 Forms & Supplies/Broker Linkage/Broker Portal/Quoting  
 All Medicare Products  
 Benefits and Rates  
 Premium Billing/Premium Payments  
 Reinstatements/Refunds/Cancellations/Address Changes  
 Claims/Benefits on Specific Members/Pharmacy

DEPARTMENT	EMAIL	FAX #
Broker Services	hn_medicareprograms@healthnet.com	800-309-5095

## MAILING AND ONLINE ADDRESSES

### Overnight Mailing Address

<b>Medicare Supplement Broker Services</b>	11971 Foundation Place, D-1 Rancho Cordova, CA 95670
<b>Medicare Supplement Underwriting</b>	C/O Jose Soco, LNR Bldg C, G10 Blue 21271 Burbank Blvd. Woodland Hills, CA 91367

### Standard Mailing Address

<b>Medicare Supplement Broker Services</b>	11971 Foundation Place, D-1 Rancho Cordova, CA 95670
<b>Medicare Supplement Underwriting/Enrollment</b>	PO Box 10420 Van Nuys, CA 91499-6208

### Marketing Collateral and Applications

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

- > Choose **California**
- > Select **Medicare Supplement Forms and Brochures** in the Medicare column
- > Click on the items to download immediately.

Orders mailed to you are placed at <https://custompoint.rrd.com>.