

Health Plan Customer Service Phone Numbers

Check Eligibility & Access Health Plan Benefits for your members

Updated 9-18-2025

**Call these numbers if a newly effective member is not shown in the portal. There may be a delay after the 1st of each month while the plans relay the information to us to update the Portal. If you need to submit a referral while the member is not on the portal, you may click the Blue "Members not showing in portal" button in the Eligibility tab of our portal, or call our Customer Service Line, option 4 for Authorizations (949) 750-2058. See the Portal User Manual for more information.*

- **Astiva Health**

Member Services, All Medicare Plans: (866) 688-9021

- **Aetna**

Member Services, All Medicare Plans: (844) 979-3435

- **Alignment Health Plan**

Member Services, All Medicare Plans: (866) 634-2247

- **Central Health Medicare Plan**

Member Services, All Medicare Plans: (866) 314-2427

- **SCAN Health Plan**

Member Services, All Medicare Plans: (800) 559-3500

For HealthNet, please see the next page.



- **HealthNet**

HealthNet Medicare Advantage Plans Member Services

CONTACT NAME	CONTACT NUMBER
HMO Gold, Green, Healthy Heart and Ruby plans	1-800-275-4737
HMO Sapphire and HMO SNP plans	1-800-431-9007
North East Medical Services (NEMS) - HMO Sapphire Premiere II	1-833-502-8919
TTY (hearing and speech impaired)	711

HealthNet Medicare Advantage Plans Provider Services

CONTACT NAME	CONTACT NUMBER
HMO Gold, Green, Healthy Heart and Ruby plans	1-800-275-4737
HMO Sapphire and HMO SNP plans	1-800-431-9007

HealthNet MediCal

(800)-675-6110





CONTACT NAME	CONTACT NUMBER
Small Group Plans through Covered California	1-888-926-5133
Small Group Plans through Covered California TTY (hearing and speech impaired)	1-888-926-5180
Group Plans through Health Net	1-800-522-0088
Group Plans through Health Net TTY (hearing and speech impaired)	1-800-995-0852

HealthNet Commercial Employer Plans

