

# First Health Network FAQs

## What is First Health?

**First Health offers you a national network of doctors and hospitals located throughout the U.S.** As a Health Net PPO member, you get health care services at a contracted rate, whether you live or travel outside of Oregon.

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

Oregon resident members – If you live in Oregon – you should use the Health Net PPO Network when you're in Oregon. When traveling outside of Oregon, you should use the First Health Network.

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

More  
questions?  
Call First Health  
800-226-5116

## How do I find a First Health Network provider?

**You can call First Health at 800-226-5116.**

or

Locate First Health Providers here:  
[providerlocator.firsthealth.com/healthnet](http://providerlocator.firsthealth.com/healthnet)

## How do I check if a provider is in-network?

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

## What type of care can I get from First Health?

You can access medical and behavioral health services from First Health Network providers.

For acupuncture and chiropractic benefits, you should contact **American Specialty Health Networks (ASH) at 800-678-9133.**

(continued)

## HELPFUL EXAMPLES

### Travel benefit:

*Sue has a PPO plan and lives in Oregon.*

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

### Out-of-state (OOS) resident benefit:

*Brad has a OOS PPO 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 travels in the United States, even in Oregon, he uses the First Health Network to get in-network services.

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

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

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

**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 be reimbursed at the out-of-network benefit level. This is subject to any applicable copayment, coinsurance and deductible.

## What can I do in case of an emergency?

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

## How do I get services approved?

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

## How do I find a network pharmacy?

You can visit **healthnetoregon.com/pharmacy** and click on *Find a pharmacy* on the toolbar to locate an in-network pharmacy near your home or work. Larger retailers include: Costco, CVS, Rite-Aid, and Walgreens.

## How can I get a cost estimate for services before I get services?

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.

## How can I ask that a provider be added to the First Health Network?

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

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

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

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

**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:

Go to First Health Providers: [providerlocator.firsthealth.com/healthnet](http://providerlocator.firsthealth.com/healthnet)

### To find a provider:

Click the “Start now” button

#### Choose your criteria:

- Pick a provider type
  - Choose to search by ZIP code or State
    - 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

### 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.

The screenshot shows the 'Locate a Provider' page. At the top, there's a navigation bar with 'Learn about Products', 'I am a Customer', and 'I am a Provider'. Below this, the 'Type of provider' section has radio buttons for 'Physician', 'Hospital', 'Urgent care center', 'Lab and radiology', and 'All providers'. The 'Search by' section has two main options: 'Select ZIP or state' and 'Search by ZIP code'. The 'Search by ZIP code' section includes a text input for 'ZIP code', a 'within' dropdown set to '0' miles, and a 'Distance' slider set to 'Maximum 5 miles'. There's a 'Search now' button at the bottom right.

The screenshot shows the 'Search results' page. On the left, there's a sidebar with 'New search', '9130 Matches', and buttons for 'Your Criteria', 'Compare list', 'Refine location', and 'Refine your results'. The main area displays a list of providers. The first provider is 'Albert A. Cotti', located at '9855 Emma Rd, Ste 100, SAN DIEGO, CA 92131-1007', with a phone number '888-539-9527' and specialty 'Specialty / OralMaxillofacial Surgery'. The second provider is 'Abdulnashar, Oda, Wang', located at '9855 Emma Rd, Ste 100, SAN DIEGO, CA 92131-1007', with a phone number '858-575-9020' and specialty 'Specialty / Dentistry'. There are buttons for 'More Details', 'Compare side by side', and 'Add to my list' for each provider.

**English**  
No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call the Customer Contact Center at the number on your ID card or call 1-888-802-7001 (TTY: 711).

**Amharic**  
ለቋንቋ አገልግሎት ምንም ክፍያ የለውም። አስተርጓሚ ማግኘት ይችላሉ። የተነበበልዎትን እና የተወሰኑ በቋንቋዎ የተላኩልዎትን ሰነዶች ማግኘት ይችላሉ። ለእርዳታ፣ ለደንበኞች ግንኙነት ማዕከል በሙታወቂያ ካርድዎ ላይ ያለውን ቁጥር ይደውሉ ወይም በ 1-888-802-7001 (TTY: 711) ይደውሉ።

**Arabic**  
الخدمات اللغوية المجانية. يمكنك الاستعانة بمترجم فوري، كما يمكنك طلب قراءة المستندات عليك وإرسال بعض منها إليك بلغتك. للحصول على المساعدة، يمكنك الاتصال بمركز اتصالات العملاء على الرقم الموجود على بطاقة معرف العضوية الخاصة بك أو الاتصال على (TTY: 711) 1-888-802-7001.

**Chinese**  
免費語言服務。您可以取得口譯服務。我們可以把文件朗讀給您聽，也可以把部分翻譯成您語言的文件寄送給您。如需協助，請撥打會員卡上的電話號碼聯絡客戶聯絡中心，或撥打電話 1-888-802-7001 (聽障專線 (TTY)：711)。

**Cushite (Oromo)**  
Tajaajila afaaniif kaffaltii hin qabu. Turjubaana argachuu ni dandeessu. Sanadii isiniif dubbifamee fi afaan keessaniin muraasaan isniif ergame argachuu ni dandeessu. Gargaarsaaf, Wiirtuu Qunnamtii Maamilaa tiif lakkoofsicha kaardii enyummaa keessan irra jirutti bilbilaa ykn 1-888-802-7001 (TTY: 711) itti bilbilaa.

**German**  
Es stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Sie können einen Dolmetscher hinzuziehen. Die Dokumente können Ihnen vorgelesen werden und einige sind in Ihrer Muttersprache erhältlich. Für Unterstützung rufen Sie bitte unser Kundendienstzentrum unter der auf Ihrer Versicherungskarte angegebenen Nummer oder unter der Rufnummer 1-888-802-7001 (TTY: 711) an.

**Japanese**  
無料の言語支援サービス。通訳をご利用いただけます。日本語で文書を読み上げたり、文書によっては日本語版をお届けすることも可能です。支援をご希望の方は、IDカードに記載の番号にてカスタマーコンタクトセンターまでお電話いただくか、1-888-802-7001 (TTY: 711)までお電話ください。

**Korean**  
무료 언어 서비스. 귀하는 통역사를 이용하실 수 있습니다. 귀하에게 편한 언어로 서류 낭독 서비스 및 번역 서비스를 받으실 수 있습니다. 도움이 받으시려면 본인의 ID 카드에 기재된 고객센터 안내번호 또는 1-888-802-7001 (TTY: 711)번으로 전화해 주십시오.

**Cambodian (Khmer)**  
សេវាភាសាភីក្រិចថ្លៃ អ្នកអាចទទួលអ្នកបកប្រែបាន។ អ្នកអាចឱ្យគេអានឯកសារជូនអ្នក នឹងឆ្លើយឯកសារខ្លះជូនអ្នក ជាភាសារបស់អ្នក។ សំរាប់ជំនួយទូរស័ព្ទទៅមជ្ឈមណ្ឌលទំនាក់ទំនងអភិវឌ្ឍន៍ តាមលេខនៅលើ ID របស់អ្នក ឬហៅលេខ 1-888-802-7001 (TTY: 711)។

**Laotian**  
ການບໍລິການດ້ານພາສາທີ່ບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍນາຍແປພາສາ. ທ່ານສາມາດອ່ານເອກະສານ ແລະ ຈຳນວນໜຶ່ງໄດ້ຢ່າງໃຫ້ທ່ານເປັນພາສາຂອງທ່ານແລ້ວ. ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, ໂທຫາສູນຕິດຕໍ່ລູກຄ້າໄດ້ທີ່ເລກໝາຍຢູ່ເທິງບັດ ID ຂອງທ່ານ ຫຼື ໂທ 1-888-802-7001 (TTY: 711).

**Punjabi**  
ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਲਈ ਕੋਈ ਲਾਗਤ ਨਹੀਂ। ਤੁਸੀਂ ਦੁਆਬੀਆ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਤੁਹਾਨੂੰ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਕੁਝ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਭੇਜੇ ਗਏ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ID ਕਾਰਡ 'ਤੇ ਗਾਹਕ ਸੰਪਰਕ ਕੇਂਦਰ ਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ 1-888-802-7001 (TTY: 711)।

**Russian**  
Бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика. Вам могут прочесть документы на русском языке и выслать переводы некоторых из них. Если вам требуется помощь, звоните в Центр обслуживания клиентов по номеру, указанному на вашей идентификационной карте, или по номеру 1-888-802-7001 (линия TTY: 711).

**Spanish**  
Servicios de Idiomas Sin Costo. Usted puede solicitar un intérprete. Puede solicitar que se le lean los documentos y que algunos de ellos se le envíen en su idioma. Para obtener ayuda, llame al Centro de Comunicación con el Cliente al número que se encuentra en su tarjeta de identificación o llame al 1-888-802-7001 (TTY: 711).

**Tagalog**  
Mga Walang Bayad na Serbisyo sa Wika. Maaari kayong kumuha ng tagasaling-wika (interpreter). Maaaring basahin sa inyo ang mga dokumento at ipadala sa inyo ang ilan nang nakasalin sa inyong wika. Para sa tulong, tumawag sa Customer Contact Center sa numero sa inyong ID card o tumawag sa 1-888-802-7001 (TTY: 711).

**Ukrainian**  
Безкоштовні послуги перекладу. Ви можете скористатися послугами перекладача. Вам можуть прочитати документи на українській мові та надіслати переклади деяких із них. Якщо вам потрібна допомога, телефонуйте у Центр обслуговування клієнтів за номером, вказаним на вашій ідентифікаційній карті, або за номером 1-888-802-7001 (лінія TTY: 711).

**Vietnamese**  
Dịch vụ ngôn ngữ miễn phí. Quý vị có thể yêu cầu phiên dịch viên. Quý vị có thể yêu cầu đọc các tài liệu và gửi một số tài liệu cho quý vị bằng ngôn ngữ của quý vị. Để được trợ giúp, hãy gọi đến Trung tâm Liên lạc Hội viên theo số điện thoại trên thẻ nhận dạng của quý vị hoặc gọi đến số 1-888-802-7001 (TTY: 711).