

Key IFP Contacts

Department	Provides Assistance with	Phone #	Email
Account Executive Team	<ul style="list-style-type: none"> ▪ New sale quotes ▪ Product and presentation support ▪ Marketing collateral ▪ Enrollment assistance and escalations ▪ PCP issues 	1-866-746-3334	IFPBrokerSales@HealthNet.com
Broker Services	<ul style="list-style-type: none"> ▪ General broker inquiries ▪ Broker Commission and linkages ▪ Contracting ▪ Member enrollment status ▪ Online broker portal support 	1-800-361-5324	Brokers@HealthNet.com
Account Services	<ul style="list-style-type: none"> ▪ Post-enrollment inquiries ▪ Billing discrepancy ▪ Claims, Authorizations, and benefits ▪ Access to care issues 	1-800-547-2967	HN Account_Services@healthnet.com

*Available Monday through Friday from 9:00 a.m. to 5:00 p.m. Pacific Time (PT).

Broker Services Contacts

James Bell - Manager, Broker Services
James.E.Bell@healthnet.com

Rhonda Hodges - Supervisor, Broker Services
Rhonda.R.Hodges@healthnet.com

Hours of Operation and Contact:
Monday - Friday 8:30-5pm
1-800-909-3447 Option 1

Email:
Brokers@healthnet.com



Here to Assist!

- Commission inquiries
- Broker Portal administration
- Enrollment and Application inquiries
- Contracting
- Demographic verification and updates
- Book of business/Broker of Record inquiries



Our Broker Services team consist of 16 highly trained BSR reps to provide a high quality, first call resolution experience to our brokers.

