



Effective 01/01/2024, Antelope Valley Medical Center has contracted with HealthNow Administrative Services (HNAS) to be the benefit administrator of their Medical Plans.

Below is important information regarding HealthNow Administrative Services (HNAS)

Customer Service:

If you have any questions, please contact HealthNow Administrative Services at **1.866.507.6558**. A dedicated HNAS Service Team Member will be available to assist you Monday through Friday 8:00 am to 7:00 pm nationally. After normal customer service hours, the interactive telephone response system is available for claims status, eligibility, and benefit information.

myhnas:

Please visit www.myhnas.com to access your claims, eligibility, temporary ID cards and to find a network provider. There is a flier provided to tell you how to get started.

ID Cards:

You will receive your new medical/prescription ID cards around 01/01/2024. This ID card is to be used for both Medical and Pharmacy Benefits.

Present this card when first visiting your medical provider or pharmacy on or after 01/01/2024.

If you do not receive your ID card prior to 01/01/2024 please call HealthNow Administrative Services at **1.866.507.6558** or visit www.myhnas.com to print a new ID Card.

Find a Provider:

To find an Anthem Participating Provider you can go to myhnas.com and click on the “find a provider” link. You may also go to www.anthem.com/ca.

Preauthorization Information:

Certain Services will require Preauthorization such as Inpatient Hospital Stays, Elective Surgical Procedures, etc. To determine if Preauthorization is required for a service your provider should call the “Customer Service” phone number on the back of your ID Card.

Provider Claim Submission Information:

Claims should be submitted by the Provider to the local BlueCross/BlueShield plan.

If you have any questions, please contact HealthNow’s Customer Service Department at **1.866.507.6558**.

Thank you for your participation!

HealthNow Administrative Services (HNAS)