

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

JANUARY 2, 2018

UPDATE 18-001

1 PAGE

Encounter Data Submission Validation

The Department of Health Care Services (DHCS), in collaboration with the Health Services Advisory Group (HSAG), is conducting an Encounter Validation Study (EVS) to evaluate DHCS encounter data completeness and accuracy through review of medical records. All managed care plans (MCPs) and specialty health plans (SHPs) will be participating in the EVS. DHCS will identify a sample list of 411 beneficiaries from each plan for validation testing. The validation process will begin in February 2018.

Datafied, on behalf of Health Net Community Solutions, Inc. (Health Net), will reach out to select providers based on data from encounter submissions selected in a DHCS sample, to schedule medical record retrievals for specific dates of service from July 1, 2016, through December 31, 2016. Health Net is requesting provider cooperation in allowing access to these select members' medical records to facilitate activities surrounding encounter data validation in accordance with DHCS guidelines.

To give providers adequate time to prepare the necessary information, Health Net will provide retrieval details and a specific list of plan members who are part of this review in advance.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center at 1-800-675-6110.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

1-800-675-6110

www.healthnet.com

PROVIDER COMMUNICATIONS

[provider.communications@](mailto:provider.communications@healthnet.com)

healthnet.com

fax 1-800-937-6086

Online News for Providers

Access informative articles today by logging in to provider.healthnet.com. Select the rotating graphic to read or print articles of interest. Health Net posts new articles each week that cover a variety of topics, such as administrative procedure reminders, quality improvement tips, upcoming teleconferences, and health care initiatives.