

PROVIDER Update



NEWS & ANNOUNCEMENTS

JANUARY 2, 2018

UPDATE 18-002

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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.

Datafiled 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. CalViva Health and Health Net Community Solutions, Inc. (Health Net) are 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, CalViva Health will provide retrieval details and a specific list of CalViva Health members who are part of this review in advance.

ADDITIONAL INFORMATION

Providers are encouraged to access the 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 CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569

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