

PROVIDER Update

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Prison Health Care Provider Network Operations Manual Updated

As part of Network Providers, LLC's (NPLLC's) ongoing commitment to make relevant, current information easily accessible to providers, the Prison Health Care Provider Network (PHCPN) Provider Operations Manual has recently been comprehensively reviewed and several documents have been updated. The following tables list the updated operations manual documents, which include information from previous provider updates, providing PHCPN providers with one complete source for their service needs.

Updated Operations Manual Documents

Section	Document
CLAIMS AND PROVIDER REIMBURSEMENT	CMS-1500/CMS-1450 Billing Instructions
	CorrectCare Integrated Health
	Oral and Maxillofacial Surgeons Claim Form
	Overpayment Procedures
	Reporting Mileage on Ambulance Claims
	Telemedicine Claims Submission
	California Department of Corrections and Rehabilitation Abbreviation List
CREDENTIALING	Application Process
	Network Providers, LLC Standards of Participation
	Organizational Providers
DISPUTE RESOLUTION AND APPEALS	Dispute Submission
HOSPITAL SERVICES	Hospital Services
PROVIDER OVERSIGHT	Patient-Inmate or DJJ Youth Death
	Written Discharge Summary or Transfer Summary

THIS UPDATE APPLIES TO:

- Physicians
- Hospitals
- Ancillary Providers

LINE OF BUSINESS:

- Prison Health Care Provider Network

PROVIDER SERVICES

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PROVIDER COMMUNICATIONS

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Section	Document
SAFETY AND SECURITY PROCEDURES	Patient-Inmate Transportation
	Room Security
SERVICE DELIVERY OBLIGATIONS	Service delivery obligations

ACCESSING THE PHCPN PROVIDER OPERATIONS MANUAL

To access the PHCPN Provider Operations Manual, log in to the Health Net provider website at provider.healthnet.com and select *Provider Library*.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the PHCPN Provider Services Center by email at prisonnetworksupport@healthnet.com or by telephone at 1-877-899-0561.

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