

# PROVIDERUpdate



Health Net®

CONTRACTUAL | FEBRUARY 1, 2018 | UPDATE 18-065 | 3 PAGES

## Activation of Direct Network Providers for Medi-Cal Members in San Diego

Providers receiving this update are participating in the Health Net of California, Inc. (Health Net) Medi-Cal network based on the terms of their current Health Net direct fee-for-service (FFS) *Provider Participation Agreement (PPA)*. Health Net will be adding directly contracting participating providers, in addition to existing providers affiliated with participating physician groups (PPGs), to provide service to Medi-Cal members in San Diego County, effective March 1, 2018. Primary care physicians (PCPs) that have an active PPG affiliation will not be impacted and will continue to see members through the current affiliation. For PPGs that have closed panels, the PCP's direct contract will be available to new membership.

### OVERVIEW

The Health Net Medi-Cal plan is available to residents in San Diego County. Members who enroll in Medi-Cal are assigned to a PCP, and obtain professional, institutional and ancillary services through Health Net's direct network of participating providers.

### MEMBERS ASSIGNED TO DIRECT NETWORK

Health Net Medi-Cal members may select and be assigned to a directly contracting PCP for primary care services. The member identification (ID) card will reflect the PCP's name or clinic, and list "Direct Network" as the PPG.

### Medical Management and Prior Authorization Requests

Health Net is responsible for medical management of Direct Network Medi-Cal members. Providers are required to adhere to Health Net's prior authorization requirements and request prior authorization from Health Net.

### Claims Submission

Providers are required to submit claims directly to Health Net for Medi-Cal members who are assigned to a direct network PCP and/or clinics in San Diego County. Claims payment is made in accordance with the terms and conditions of the Health Net direct FFS Medi-Cal *PPA*. Health Net encourages providers to submit claims electronically via their clearinghouse or through Health Net's secure provider portal at [provider.healthnet.com](http://provider.healthnet.com).

Providers may submit paper claims to Health Net at the address below on the standard CMS-1500 form using correct coding to ensure prompt, accurate claims processing.

Health Net Medi-Cal Claims  
PO Box 9020  
Farmington, MO 63640-9020

### 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

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

1-800-675-6110

[provider.healthnet.com](http://provider.healthnet.com)

### PROVIDER COMMUNICATIONS

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

[healthnet.com](http://healthnet.com)

fax 1-800-937-6086

To check the status of claims that have been submitted, log in to the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) and select *Transactions > Claims > Check Claims Status*.

## BENEFIT COVERAGE AND REFERRALS

Covered health care services and referrals for Health Net Medi-Cal members must be provided by, or referred to, participating Medi-Cal physicians, hospitals and ancillary providers. Specialist visits, including consultations, require a referral from the member's PCP, with the exception of obstetric/gynecological (OB/GYN) services. To locate a participating Medi-Cal provider, refer to the ProviderSearch link on the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com). Providers can search for specific provider types, including physicians, hospitals and ancillary providers, by geographic area, and filter results according to a member's health plan.

For providers' convenience, a listing of participating hospitals in San Diego is included with this update for reference. Prior to referring a member for services, providers should validate the participation status of the rendering provider through the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) or by contacting the Health Net Provider Services Center.



## ELIGIBILITY VERIFICATION

Providers must verify member eligibility prior to each member appointment via any of the following methods:

- Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com).
- Health Net Provider Services Center, as listed on the member's Health Net ID card.
- Health Net interactive voice response (IVR) system (available 24 hours a day, seven days a week), accessible through the Provider Services Center, as listed on the member's Health Net ID card.

## MEMBER IDENTIFICATION CARDS

Health Net Medi-Cal members are identified through the product listing on their Health Net ID cards. A sample of the Medi-Cal member ID card is included below for reference.

<p><b>Health Net</b> <b>California Medi-Cal</b></p> <p> <b>Health Net</b> COMMUNITY SOLUTIONS</p> <p>Name: &lt; &gt;      Issue Date: &lt;MM/DD/YY&gt; CIN: &lt; &gt;      Enrollment Date: &lt;MM/DD/YY&gt;</p> <p>You have selected the following medical group. In order to be covered by Health Net, all medical and hospital services must be rendered or authorized by: &lt;PPG NAME&gt;</p> <p>PCP Name: &lt; &gt; PCP Address: &lt;PCP Address&gt;                   &lt;PCP City State Zip+4&gt;</p> <p>PCP PHONE: &lt; &gt; Effective date with PCP: &lt;MM/DD/YY&gt;      Office Copay: &lt;\$XX&gt;</p> <p>Rx BIN 004336      Rx PCN 'HNMC'      CVS Caremark      HPC 352</p>	<p>Health Net Member Services, 24 hours a day, 7 days a week Health Net Member Services &amp; Mental Health Benefits Call 1-800-675-6110 Health Net Provider Inquiries Call 1-800-675-6110 Nurse Advice Line, Call 1-800-675-6110 Pharmacist: For assistance, call Pharmacy Help Line at 1-800-600-0180 Website: <a href="http://www.healthnet.com">www.healthnet.com</a></p> <p><b>IF AN EMERGENCY ARISES</b> Call 911 or go to the nearest emergency room and notify your Primary Care Physician as soon as possible. You are not required to call your doctor before you go to the emergency room. Do not use the emergency room for routine health care. If you are outside of the Health Net service area as defined in your Evidence of Coverage or Member Handbook go directly to the nearest hospital emergency room for treatment and notify your Primary care Physician as soon as possible.</p> <p>Participating Physicians/Providers Call 1-800-675-6110 for eligibility verification. This card is for identification only. It does not verify eligibility. Out of area/Emergency Providers Call 1-800-675-6110 for authorization. Mail all claims to: PO Box 14598, Lexington, KY 40512. Emergency services rendered to the member by non-Health Net providers are reimbursable by Health Net without prior authorization. Prior Authorization – Primary Care Physician referral in advance is required for most non-emergency services by contracting providers.</p> <p> <b>Health Net</b> COMMUNITY SOLUTIONS</p>
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### ID Card Components

- 1 Name – Name of member.
- 2 CIN – State-assigned Client Index Number (CIN).
- 3 PPG Name – Name and telephone number of the PPG to which the member is assigned, if applicable. For members assigned to a directly contracting PCP for primary care services, the PPG name will reflect "Direct Network".
- 4 PCP Information – Name, address and telephone number of the member's assigned PCP or federally qualified health center (FQHC)/rural health clinic (RHC), if applicable.
- 5 Effective date with PCP – Date the member was assigned to the PCP or FQHC/RHC, if applicable.
- 6 Pharmacy Information – Contact and claims information for prescription medication processing vendor.
- 7 Issue Date – Date the ID card was issued.
- 8 Enrollment Date – Date the member was enrolled with Health Net Medi-Cal.
- 9 Copayment – Out-of-pocket expense the member is required to pay for covered services (varies by plan).
- 10 Important Telephone Numbers – Health Net contact telephone numbers.

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## PROVIDER ASSISTANCE

Providers may contact the Provider Services Center at the telephone number identified on the member's Health Net ID card for assistance with any of the following information:

- Member eligibility and effective date.
- Provider participation in Medi-Cal for member referrals.
- Claims status.
- Instructions on how to submit disputes and appeals.
- Instructions on how to submit a complaint regarding the provisions of care by a provider or express concerns about provider office staff.
- Instructions on how to request the removal of members for disciplinary actions.
- Instructions about the provider portal at [provider.healthnet.com](http://provider.healthnet.com).

## ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://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.

## DIRECT NETWORK HOSPITALS

Note: Sharp hospitals are not participating in Health Net's Medi-Cal plan. Health Net members should use Sharp hospitals in emergency cases only.

Below is a list of hospitals available to Direct Network Medi-Cal members in San Diego County.

- Alvarado Hospital – San Diego
- Palomar Medical Center – Escondido
- Palomar Medical Center – Poway
- Paradise Valley Hospital – National City
- Tri-City Medical Center – Oceanside
- Rady Children's Hospital – San Diego
- Scripps Memorial Hospital – Encinitas
- Scripps Memorial Hospital – La Jolla
- Scripps Green Hospital – La Jolla
- Scripps Mercy Hospital – San Diego
- Scripps Mercy Hospital – Chula Vista
- UCSD Thornton Hospital – La Jolla
- UC San Diego Medical Center – San Diego