PROVIDER*Update*

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.

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

To check the status of claims that have been submitted, log in to the Health Net provider website at 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. 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 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.
- 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.

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.

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.

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.

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