

# PROVIDER Update



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## Time Frames to Reply to Request for Records for Independent Medical Reviews

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, is committed to providing timely independent medical reviews (IMRs) that meet regulatory and contractual requirements. This is to ensure CalViva Health members have access to medically necessary services and treatments.

The Knox Keene Act contains strict requirements to facilitate the timely completion of IMRs which are administered by the Department of Managed Health Care (DMHC) through a designated IMR organization (IMRO). Assistance is required from participating physician groups (PPGs), direct network physicians and hospitals in obtaining and delivering all requested medical records to Health Net in a timely manner.

When IMRO requests additional information or documentation, Health Net sends the participating provider a Provider Information Request fax (Request Fax) indicating the information and/or documentation needed. Providers must respond as indicated on the Request Fax to allow Health Net to respond to the IMR reviewer within the following mandatory time frames as outlined in the Request Fax:

- Within 24 hours for an expedited IMR.
- Within three business days for a standard IMR.

If for any reason it appears that the requested information or documentation cannot be produced in time to meet the above deadlines, contact the person at Health Net who sent the Request Fax.

Health Net and CalViva Health are required to notify the DMHC if Health Net is experiencing difficulty obtaining CalViva Health medical records from its participating providers. Providers who fail to respond within the indicated time frames may violate Health and Safety Code, section 1374.31(a), rules 1300.74.30(j) and 1300.74.30(k), and the *Provider Participation Agreement (PPA)*. Failure to provide timely records can result in fines and penalties assessed against Health Net, CalViva Health, PPGs, and participating providers.

### ADDITIONAL INFORMATION

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