



Health Net of California, Inc.
Health Net Community Solutions, Inc.
Health Net Life Insurance Company
21281 Burbank Boulevard
Woodland Hills, California 91367-4975

Mailing Address: Post Office Box 9103
Van Nuys, California 91409-9103
www.healthnet.com

February 9, 2018

Provider update 18-107, *Electronic Claims Submission Guidelines*, distributed February 2, 2018, did not include a complete list all of the individual family plan (IFP) names offered by Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) impacted by this provider update.

Footnote number 2, on page 2, excluded the IFP PPO and IFP EnhancedCare PPO plan names.

Provider update 18-107, *Electronic Claims Submission Guidelines*, distributed February 2, 2018, has been corrected and footnote number 2, on page 2, has been updated to include and clarify the comprehensive list of IFP plan names impacted by this communication, which are listed below.

- CommunityCare HMO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- Enhanced Care PPO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- PPO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- PureCare HSP
 - Individual and Family – IEX On-Exchange
 - Individual and Family – IFP Off-Exchange
- PureCare One EPO
 - Individual and Family – IEX On-Exchange
 - Individual and Family – IFP Off-Exchange

PROVIDER Update



Health Net®

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Electronic Claims Submission Guidelines

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) continues to encourage electronic submission of claims via the 837 institutional and professional formats for faster processing. Claims submitted electronically require:

- Both the appropriate member and payer identification (ID) numbers based on the line of business and date of service (DOS).
- Institutional claims are limited to 97 service lines or less. Claims exceeding 97 service lines must be split by the submitter to avoid rejections.

Providers can refer to the information included in this communication when submitting electronic claims for processing.

REQUIRED MEMBER AND PAYER ID NUMBER INFORMATION

Refer to the table on page 2 for appropriate member and payer ID number information for electronic claims submissions based on line of business and DOS. Providers may also refer to the current member ID card for current member ID number and payer ID number information.

REJECTED CLAIMS

If providers have received a rejected claim indicating *"The claim/encounter has invalid information and has been rejected"*, or *"Subscriber/Member ID not found"* (verbiage may differ based on clearing house selection), providers must resubmit the claim with the correct member ID number and corresponding payer ID number based on DOS. Refer to the table on page 2 for detailed information on member ID number and payer ID number information.

ADDITIONAL INFORMATION

For providers' reference, contact information for electronic claims submissions or electronic remittance advice (ERA) is included in the table on page 3.

If you have questions regarding online claims submission requirements or the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days as listed in the right-hand column.

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

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

Individual Family Plan

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

Access to Health Net's Provider Portals

Health Net migrated certain functions from existing systems to new systems effective January 1, 2018, starting with individual Medicare Advantage (MA) and Individual Family Plan (IFP) products. Providers can access the Health Net provider portals at:

- provider.healthnetcalifornia.com for individual MA and IFP members.
- provider.healthnet.com for employer group MA HMO, HMO, PPO (including EnhancedCare PPO for small business groups), EPO, POS, Medi-Cal (including CalViva Health), and/or Cal MediConnect members.

If the line of business is:	and the date of service is:	then the member ID number must start with:	and the payer ID number used must be:	and the provider can submit claims on the provider portal listed below:
MEDICARE ADVANTAGE (MA) INDIVIDUAL HMO, SPECIAL NEEDS PLAN (SNP) (DOES NOT APPLY TO MA EMPLOYER GROUP HMO)¹	On or before December 31, 2017	“R”, as indicated on the member ID card in effect pre-2018	95567	provider.healthnet.com
	On or after January 1, 2018	“R” or “C”, as indicated on the member ID card, effective January 1, 2018	68069	provider.healthnetcalifornia.com
INDIVIDUAL FAMILY PLAN (IFP)²	On or before December 31, 2017	“R”, as indicated on the member ID card in effect pre-2018	95567	provider.healthnet.com
	On or after January 1, 2018	“R” or “U”, as indicated on the member ID card, effective January 1, 2018	68069	provider.healthnetcalifornia.com
MA EMPLOYER GROUP HMO, HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO (DOES NOT APPLY TO MA INDIVIDUAL HMO AND SNP)	All dates of service	“R” (no changes to existing member ID numbers)	95567 No change	provider.healthnet.com No change

¹ MA plan name consists of:

- Health Net Seniority Plus Ruby, Green, Healthy Heart (all except San Diego)
- Health Net Gold Select (HMO)
- Health Net Ruby Select (HMO)
- Health Net Healthy Heart (HMO) San Diego only
- Health Net Jade (HMO SNP)
- Health Net Seniority Plus Amber II Premier (HMO SNP) and Sapphire Premier (HMO)
- Health Net Seniority Plus Amber I and Amber II, Sapphire (HMO SNP)

² IFP name consists of:

- CommunityCare HMO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- Enhanced Care PPO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- PPO
 - Individual and Family – IFP On-Exchange
 - Individual and Family – IFP Off-Exchange
- PureCare HSP
 - Individual and Family – IEX On-Exchange
 - Individual and Family – IFP Off-Exchange
- PureCare One EPO
 - Individual and Family – IEX On-Exchange
 - Individual and Family – IFP Off-Exchange

ELECTRONIC CLAIMS SUBMISSION AND ELECTRONIC REMITTANCE ADVICE CONTACT INFORMATION

Refer to the table below for contact information or inquiries on electronic claims submissions or ERA:

<u>If</u> the line of business is:	<u>and</u> the date of service is:	<u>then</u> use the following contact information:
MA INDIVIDUAL HMO, SNP (DOES NOT APPLY TO MA EMPLOYER GROUP HMO)	On or before December 31, 2017	Health Net EDI Department: 1-800-977-3568 or by email at edi.support@healthnet.com
	On or after January 1, 2018	Centene EDI Department: 1-800-225-2573, extension 6075525, or by email at: EDIBA@centene.com
IFP	On or before December 31, 2017	Health Net EDI Department: 1-800-977-3568 or by email at edi.support@healthnet.com
	On or after January 1, 2018	Centene EDI Department: 1-800-225-2573, extension 6075525, or by email at: EDIBA@centene.com
MA EMPLOYER GROUP HMO, HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO (DOES NOT APPLY TO MA INDIVIDUAL HMO AND SNP)	All dates of service	Health Net EDI Department: 1-800-977-3568 or by email at edi.support@healthnet.com