PROVIDER*Update*

Hⁿ Health Net®

Fee-For-Service Utilization Data Report

The Department of Health Care Services (DHCS) provides Medi-Cal fee-for-service (FFS) utilization data reports to Health Net Community Solutions, Inc. (Health Net) each month. Effective March 21, 2018, in accordance with DHCS requirements, Health Net is sharing these member data files with primary care physicians (PCPs) and participating physician groups (PPGs) to allow for better care coordination.

PCP REPORTS

A detailed FFS utilization data report will be mailed to the assigned PCP for any of their assigned members who have received services through Medi-Cal FFS in the past 12 months.

PPG REPORTS

PPG level reports are available on the Health Net provider website at provider.healthnet.com under *Provider Reports > Available Reports > FFS Utilization Data*. Providers can also access and view file layouts under *Provider Reports > Data File Record Layouts > Medi-Cal.*

The delegated administrator must grant access rights to those individuals needing access to the FFS utilization reports.

PROVIDER WEBSITE REGISTATION INSTRUCTIONS

Health Net encourages PPGs that do not currently have a Health Net website account to register online to access eligibility and capitation reports. To register, follow these steps:

1   Go to provider.healthnet.com.

2   Select *Register.*

3   Review Terms of Use, select *I agree to these terms,* select the regions that apply and then *Continue*.

4   Select the appropriate provider type and complete required fields.

5   Select *Submit*.

New users will be prompted to create a user name, password and continue with the registration process to select the personalized Sign-In Seal.

Providers encountering any difficulties while registering for a Health Net account may contact Health Net Provider Support by using the Contact Us link at the top of the Web page or by telephone at 1-866-458-1047.

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
1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS
provider.communications@
healthnet.com
fax 1-800-937-6086

FREQUENTLY ASKED QUESTIONS

- Who is my delegated administrator?

  Answer: If you are not sure who your delegated administrator is, contact your Health Net provider network administrator for that point of contact.

- How often will the reports be sent to the PCPs and PPGs?

  Answer: The reports will be available on a monthly basis, as long as impacted members are on the report. If there are no impacted members assigned to a PCP or PPG, there will not be a report for that month.

- What do I do with this information?

  Answer: The data being shared should be used to help in care coordination for the member.

- If I have questions about the report, who do I contact?

  Answer: If you have questions about the report, contact your provider network administrator.

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.

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.