

PROVIDER Update



Health Net®

CONTRACTUAL | MARCH 28, 2018 | UPDATE 18-201 | 2 PAGES

Timely Provider Demographic Data Validation Reminder

Outdated provider information can create barriers to timely access to care for members. Contracting providers must keep their office information current to ensure Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) members have access to accurate information for scheduling appointments and in selecting providers.

Providers are required to provide advance notification directly to Health Net or through their participating physician group (PPG) when they have changes to their demographic information. On a monthly basis, providers should validate that their demographic information is reflected correctly on the Health Net website at www.healthnet.com under ProviderSearch.

DEMOGRAPHIC INFORMATION

Providers' demographic data include the following:

- name
- alternate name
- address
- telephone number
- fax number
- office hours
- specialty
- hospital affiliation
- languages other than English spoken by the physician
- accepting new or prior patients. No new patients, prior patients only, full capped, available by referral only, and available through a hospital or facility only
- handicap accessibility status for parking (P), exterior building (EB), interior building (IB), restroom (R), exam room (ER), and exam table/scale (T) – if accessibility is not yes to all, then indicate no
- license number and National Provider Identifier (NPI)
- email address
- practice website

NOTIFICATION AND MAINTENANCE REQUIREMENTS

Providers directly contracting with Health Net must notify Health Net of changes by completing the online form or by reaching out to their provider network administrator (PNA). The online form is available on the Health Net provider website at provider.healthnet.com under *My Account > Profile > Update Provider Information*.

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

IFP – Community Care HMO, PPO, PureCare HSP, PureCare One EPO
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

Medi-Cal – 1-800-675-6110
provider.healthnet.com

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

Providers must have the *Update Provider Information* privileges to update and submit changes online.

As stated in the *Provider Participation Agreement (PPA)*, providers are required to provide a minimum of 30 days advance notice of any changes to their demographic information. If the change pertains to the status of accepting new patients, the provider must notify Health Net or the applicable PPG within five business days.

Providers contracting through a PPG must notify the PPG directly of changes, and the PPG notifies Health Net. PPGs must have policies in place that establish and implement processes to collect, maintain and submit their provider demographic changes to Health Net on a real-time basis. Real-time is within 30 days, as recently defined by the Centers for Medicare & Medicaid Services (CMS). Health Net conducts random audits of PPGs to validate processes and policies to ensure they are maintaining provider demographic information on a regular basis.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCED CARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.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	
IFP (COMMUNITY CARE HMO, PPO, PURECARE HSP, PURECARE ONE EPO)	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	
MEDI-CAL	1-800-675-6110	provider.healthnet.com	N/A

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.