

PROVIDER Update



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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Outdated provider information can create barriers to timely access to care for members.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 CalViva Health members have access to accurate information for scheduling appointments and in selecting providers.

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

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)
- license number and National Provider Identifier (NPI)
- email address
- practice website

NOTIFICATION AND MAINTENANCE REQUIREMENTS

Providers directly contracting with Health Net or CalViva Health for Medi-Cal services 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 provider website at provider.healthnet.com under *My Account > Profile > Update Provider Information*. 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.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com

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). On behalf of CalViva Health, 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

Providers are encouraged to access the 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 CalViva Health at 1-888-893-1569.