

# PROVIDER Update



REGULATORY | APRIL 10, 2018 | UPDATE 18-207 | 2 PAGES

## Changes to Application Submission Time Frame for Medi-Cal Provider Enrollment

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, distributed provider update 18-095, *Medi-Cal Provider Enrollment Changes*, on January 31, 2018, which notified Medi-Cal providers of requirements for submitting a Medi-Cal enrollment application to the Department of Health Care Services (DHCS), in accordance with DHCS All Plan Letter (APL) 17-019 and Title 42 CFR, Part 455, Subparts B and E. As communicated in provider update 18-095, CalViva Health and Health Net directed providers to submit a Medi-Cal enrollment application to DHCS within 45 calendar days of the notice.

### APPLICATION SUBMISSION TIME FRAME EXTENDED

CalViva Health and Health Net have extended requirements for the submission of the Medi-Cal enrollment application to DHCS, and are directing providers to apply for enrollment as soon as possible but no later than 60 calendar days from the date of this notice, and have their Medi-Cal enrollment application approved by DHCS within the DHCS required time frame following submission.

### HOW TO APPLY

Providers are encouraged to register and enroll electronically by logging in to the DHCS Provider Application and Validation for Enrollment (PAVE) system portal at <https://pave.dhcs.ca.gov/sso/login.do> with a 40-day turnaround time expected. Enrollment status can be tracked directly through the PAVE portal. PAVE technical support is available at 1-866-252-1949, Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time, except holidays. The following online resources are available for reference:

- Available and upcoming PAVE implemented provider types – [www.dhcs.ca.gov/provgovpart/Documents/PAVE\\_Project\\_for\\_Provider\\_Enrollment\\_Division/PAVE-Implementation-Roll-Out-113017.pdf](http://www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/PAVE-Implementation-Roll-Out-113017.pdf)
- PAVE frequently asked questions (FAQs) – [www.dhcs.ca.gov/provgovpart/Documents/PAVE\\_Project\\_for\\_Provider\\_Enrollment\\_Division/PAVE\\_FAQ.pdf](http://www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/PAVE_FAQ.pdf)

If the PAVE system enrollment is not an option for select provider types at this time, DHCS application packages can be located by provider type on the DHCS website at [www.dhcs.ca.gov/provgovpart/Pages/ApplicationPackagesAlphabeticalbyProviderType.aspx](http://www.dhcs.ca.gov/provgovpart/Pages/ApplicationPackagesAlphabeticalbyProviderType.aspx).

DHCS may take 180 days to review and approve non-PAVE enrollment applications. CalViva Health and Health Net require that providers' enrollment with DHCS be approved by September 30, 2018. As a reminder, since this is a state regulation, failure to complete the application process by September 30, 2018, may result in termination from the health plan's Medi-Cal provider network, in accordance with the provider's *Provider Participation*

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)

---

*Agreement (PPA)*. These requirements apply to all health plans participating in Medi-Cal. As a result, registering with DHCS will ensure providers are able to participate in Medi-Cal managed care for all health plans. The requirement does not obligate providers to participate in Medi-Cal fee-for-service (FFS).

## **ADDITIONAL INFORMATION**

For additional information regarding Medi-Cal provider enrollment requirements, information on our monitoring of Medi-Cal enrollment status and additional resources, refer to provider update 18-095, available in the Provider Library on the provider website at [provider.healthnet.com](http://provider.healthnet.com). Once in the Provider Library, select *Updates and Letters > 2018*.

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://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.