

PROVIDER Update



Health Net®

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

Health Net Community Solutions, Inc. (Health Net) distributed provider update 18-097, *Medi-Cal Provider Enrollment Changes*, on January 31, 2018, which notified Health Net 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 18-097, 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

Health Net has extended its requirements for the submission of the Medi-Cal enrollment application to DHCS, and is 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
- PAVE frequently asked questions (FAQs) – 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.

DHCS may take 180 days to review and approve non-PAVE enrollment applications. Health Net requires 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 Net provider network, in accordance with the provider's Health Net *Provider Participation 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

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
 - Molina
 - Los Angeles
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

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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 Health Net's monitoring of Medi-Cal enrollment status and additional resources, refer to provider update 18-097, available in the Provider Library on the Health Net provider website at 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 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 within 60 days 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.