

# PROVIDER Update



Health Net®

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## DHCS Annual Network Certification Process

This year the Department of Health Care Services (DHCS) is contacting a random sampling of Health Net Community Solutions, Inc. (Health Net) providers to confirm whether they have an executed contract with Health Net or a Health Net participating physician group (PPG). This effort is part of DHCS' annual network certification process.

### VALIDATION REQUIREMENTS

DHCS will be contacting providers via the email address or telephone number listed on the monthly provider network file submitted by Health Net to DHCS. A populated provider roster with the provider's name, National Provider Identifier (NPI) and location will be provided for validation. The contact person will be responsible for confirming the following:

- Provider type
  - Primary care physician (PCP) or specialist
- If the provider currently has an executed contract
  - If no, will a contract be executed by July 1, 2018

Multiple providers may be listed on the provider roster for validation depending on whether a contact is listed on the provider network file for multiple providers.

### PROVIDER REQUIREMENTS

Health Net contracting PPGs and providers are responsible to respond to DHCS' requests within five business days.

Additionally, Health Net may reach out to PPGs or providers to assist with obtaining accurate email addresses or telephone numbers in order for DHCS to validate the providers' information as described above.

### ADDITIONAL INFORMATION

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 the Health Net Medi-Cal Provider Services Center at 1-800-675-6110.

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

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