

PROVIDER Update



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DHCS Annual Network Certification Process

This year, the Department of Health Care Services (DHCS) is contacting a random sampling of CalViva Health providers to confirm whether they have an executed contract with CalViva Health, Health Net Community Solutions, Inc. (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 CalViva Health 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

Contracting PPGs and providers are responsible for responding to DHCS' requests within five business days.

Additionally, Health Net, on behalf of CalViva Health, may reach out to PPGs 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 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.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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