

# PROVIDER Update



Health Net®

REGULATORY | MARCH 29, 2018 | UPDATE 18-219 | 1 PAGE

## DHCS Medical Review Audit Notification

Health Net Community Solutions, Inc. (Health Net) is undergoing a Department of Health Care Services (DHCS) onsite audit May 21, 2018, through June 1, 2018. During this time, DHCS nurse evaluators may contact Health Net providers directly to schedule onsite visits to review aspects of Health Net and its participating providers' coordination of care. The audit review period is May 1, 2017, through April 30, 2018.

### ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's 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 this audit, 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

1-800-675-6110  
[provider.healthnet.com](http://provider.healthnet.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)  
fax 1-800-937-6086

### 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](http://provider.healthnetcalifornia.com) for individual MA and IFP members.
- [provider.healthnet.com](http://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.