

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

REGULATORY | MARCH 29, 2018 | UPDATE 18-220 | 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 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 Provider Services Center by county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICCONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICCONNECT – SAN DIEGO COUNTY	1-855-464-3572	

THIS UPDATE APPLIES TO
CAL MEDICCONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

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 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.