

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

NEWS & ANNOUNCEMENTS | APRIL 20, 2018 | UPDATE 18-271 | 1 PAGE

Influenza and Streptococcus Group A Testing Clinical Policy Change

Health Net Community Solutions, Inc. (Health Net) strives to ensure that clinical and payment policies are structured to align with the health needs of Health Net members, which requires regular reviews of these policies.

A recent review of the clinical policy on influenza and streptococcus group A testing performed on the same date of service shows this policy no longer meets current health and wellness needs. This is based on ongoing analysis of the clinical basis for the policy and clinical feedback from network providers.

Effective January 30, 2018, the edit denying payment for influenza testing performed on the same date of service as streptococcus testing has been removed. Both tests are eligible for payment.

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 the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

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
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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.