

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

| APRIL 20, 2018

| UPDATE 18-272

| 1 PAGE

## Influenza and Streptococcus Group A Testing Clinical Policy Change

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) strive 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

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](mailto: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 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

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

**EnhancedCare PPO (IFP)**

1-844-463-8188

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)**

1-844-463-8188

[provider.healthnet.com](mailto:provider.healthnet.com)

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

[provider.healthnet.com](mailto:provider.healthnet.com)

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**

1-888-926-2164

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**Medicare (individual)**

1-800-929-9224

[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**Medicare (employer group)**

1-800-929-9224

[provider.healthnet.com](mailto:provider.healthnet.com)

**Medi-Cal – 1-800-675-6110**

[provider.healthnet.com](mailto:provider.healthnet.com)

PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

[healthnet.com](http://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.