

PROVIDER Update



Health Net®

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Notification of Hospital Admissions

Timely notification of hospital admissions is critical to assure the quality of appropriate care, assist with timely claims payment and reduce retrospective admission reviews and appeals. Many of Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company's (Health Net's) care management programs depend on quick notification to ensure timely post-discharge care and follow-up.

Further clarification has been added to the Health Net Provider Library to align with your *Provider Participation Agreement (PPA)* with Health Net. Participating hospitals and providers must notify the Health Net Hospital Notification Unit (HNU) of an inpatient admission within 24 hours or one business day when an admission occurs on the weekend or holidays. Failure to notify according to the requirements in the *PPA* may result in a denial of payment. Refer to provider update 17-703, *Inpatient Notification Requirements*, distributed on August 14, 2017, for more information.

SERVICES REQUIRING NOTIFICATION

In addition, Health Net requires hospitals to notify the Health Net HNU and the participating physician group (PPG) or provider of a member's inpatient admission within 24 hours or one business day when an admission occurs on the weekend or holidays for the following services:

- All inpatient hospitalizations
- Skilled nursing facility (SNF) admissions
- Inpatient rehabilitation admissions
- Inpatient hospice services
- Emergency room admissions

REQUIRED INFORMATION TO SUBMIT FOR HOSPITAL ADMISSIONS

Pertinent data is also required to coordinate quality care and assist with accurate and timely payments. When reporting inpatient admissions, providers must submit:

- Member name.
- Subscriber identification (ID) number.
- Attending and admitting physicians' first name, last name and contact information.
- Admission date and time of admission.
- Admission type (such as emergency room, elective or urgent).
- Facility name and contact information.
- Level of care.
- Admitting diagnosis code.
- CPT procedure code, if available.

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

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

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

1-800-641-7761

provider.healthnet.com

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

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

- Facility medical record number.
- PPG authorization number.
- For obstetrical (OB) delivery admissions, include newborn sex, weight, apgar score, time of birth, and medical record number.
- Discharge date, if applicable.
- Other insurance information, if applicable.

HNU TELEPHONE AND FAX NUMBERS CONTACT INFORMATION

Hospital admissions may be reported by fax, 24-hours a day, seven days a week to meet the 24-hour or one business day when an admission occurs on a weekend requirement.

Use the Health Net member's applicable line of business fax number or the telephone number below to notify HNU of an inpatient admission.

Line of Business	HNU Fax Number	HNU Telephone Number	Provider Portal
ENHANCEDCARE PPO (IFP)	1-844-760-8992	1-800-995-7890	provider.healthnetcalifornia.com
ENHANCEDCARE PPO (SBG)	1-800-676-7969		provider.healthnet.com
HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, & EPO	1-800-676-7969		provider.healthnet.com
IFP (COMMUNITYCARE HMO, PPO, PURECARE HSP, PURECARE ONE EPO)	1-844-760-8992		provider.healthnetcalifornia.com
MEDICARE (INDIVIDUAL)	1-844-825-8045		provider.healthnetcalifornia.com
MEDICARE (EMPLOYER GROUP)	1-800-676-7969		provider.healthnet.com
MEDI-CAL	1-800-676-7969		provider.healthnet.com

ADDITIONAL INFORMATION

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider websites as indicated in the table above.

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 on the first page.