

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

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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. Health Net Community Solutions, Inc. (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.

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 Cal MediConnect Plan (Medicare-Medicaid Plan) 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.
- Facility medical record number.

THIS UPDATE APPLIES TO
CAL MEDICONECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
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PROVIDER COMMUNICATIONS

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- 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.

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 website at provider.healthnet.com.

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. When reporting inpatient admissions contact HNU by fax at 1-800-676-7969 or by telephone at 1-800-995-7890.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by county within 60 days at:

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