

PROVIDER Update



CONTRACTUAL | MAY 7, 2018 | UPDATE 18-300 | 2 PAGES

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. The Health Net Community Solutions, Inc. (Health Net) and CalViva Health care management program depends on quick notification to ensure timely post-discharge care and follow-up.

Further clarification has been added to the Provider Library to align with your *Provider Participation Agreement (PPA)*. Participating hospitals and providers must notify the 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 17-704, *Inpatient Notification Requirements for CalViva Health Members*, distributed on August 14, 2017, for more information.

SERVICES REQUIRING NOTIFICATION

In addition, the plan requires hospitals to notify the 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
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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- 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.

ADDITIONAL INFORMATION

Relevant sections of the 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 the provider website at provider.healthnet.com.

Hospitals 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 via fax at 1-800-676-7969 or by telephone at 1-800-995-7890.

Providers are encouraged to access the 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 CalViva Health at 1-888-893-1569.