

PROVIDER Update



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Correction to Health Net Translated Letter Templates Available on ICE Website

Health Net Community Solutions, Inc. (Health Net) distributed provider update 18-212, *Health Net Translated Letter Templates Available on ICE Website* on April 3, 2018, which incorrectly stated information about when Health Net-specific Cal MediConnect Plan (Medicare-Medicaid Plan) translated letter templates would be available on the Industry and Collaboration Effort (ICE) website, and the availability of Health Net-specific Case Management (CM) translated letter templates.

Upon further review, it has been determined that only the Health Net-specific Utilization Management (UM) translated letter templates for Cal MediConnect will be available on the ICE website. The translated templates will be posted to the ICE website when they are available. Health Net will notify providers of the location on the ICE website and the implementation timeline in subsequent communications.

Currently, there are no plans for CM translated letter templates to be made available on the ICE website.

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, through the Health Net provider website at provider.healthnet.com, or by telephone as listed in the right-hand column.

THIS UPDATE APPLIES TO
CAL MEDICONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

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