

PROVIDER Update

CONTRACTUAL | MAY 15, 2018 | UPDATE 18-329 | 1 PAGE



Delayed Implementation of Payment Integrity Policies

On March 14, 2018, Health Net Community Solutions, Inc. (Health Net) advised providers via provider update 18-185, *Health Net Implements New Payment Integrity Policies*, of Health Net's planned implementation of four new claims payment integrity policies affecting the Cal MediConnect Plan (Medicare-Medicaid Plan) line of business. Such policies were to be effective as of May 16, 2018.

Health Net remains committed to delivering affordable, high quality, patient-centered care and working together with our provider network to address rising health care costs in a meaningful way. We will be delaying the implementation of three of the four policies until July 1, 2018, in order to perform additional research and analysis. The effective date of policy CC.PP.054, Physician's Consultation Services, remains May 16, 2018, as previously communicated, for the Medi-Cal line of business only. Refer to the table below for revised effective dates.

Policy number	Policy name	Lines of business	Effective date
CC.PP.054	Physician's Consultation Services	Medi-Cal	May 16, 2018
CC.PP.053	Non-Emergent Emergency Room Services	Medi-Cal, Medicare, Cal MediConnect	July 1, 2018
CC.PP.057	Problem-Oriented Visits with Preventative Visits	Medi-Cal, Medicare, Cal MediConnect	July 1, 2018
CC.PP.052	Problem-Oriented Visits with Surgical Procedures	Medi-Cal, Medicare, Cal MediConnect	July 1, 2018

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.

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims

THIS UPDATE APPLIES TO

CAL MEDICONNECT 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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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, by telephone or through the Health Net provider website as listed in the right-hand column.

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