

# PROVIDER Update



CONTRACTUAL | JUNE 27, 2018 | UPDATE 18-443 | 2 PAGES

## Timely Provider Demographic Data Validation Reminder

CalViva Health is the local initiative health plan for the Medi-Cal managed care program in Fresno, Kings and Madera counties. CalViva Health partners with Health Net Community Solutions, Inc. (Health Net) to serve Medi-Cal beneficiaries in these counties. You are receiving this communication because you have contracted with Health Net and/or CalViva Health to provide services to CalViva Health Medi-Cal members. Under the direction of the Fresno-Kings-Madera Regional Health Authority, CalViva Health selected Health Net as its contractor to provide administrative and network services under the Two-Plan model expansion in the three-county region.

Health Net holds most provider network contracts in Fresno, Kings and Madera counties as CalViva Health's subcontractor. As a reminder,

- CalViva Health is the local initiative health plan for the Medi-Cal managed care program in Fresno, Kings and Madera counties.
- CalViva Health selected Health Net as its contractor to provide administrative and network services for its Medi-Cal members.
- When asked if you participate with CalViva Health, answer Yes per the Medi-Cal line of business included in your direct agreement with CalViva Health, Health Net or with your direct participating physician group (PPG) agreement.
- It is important that the correct participation response is provided when a patient or a regulator is inquiring if you accept CalViva Health and/or Medi-Cal.
- If you have a question regarding your current agreement, contact your PPG and/or Health Net to review the terms of your agreement.

Outdated provider information can create barriers to timely access to care for members. Contracting providers must keep their office information current to ensure CalViva Health members have access to accurate information for scheduling appointments and in selecting providers.

Providers are required to provide advance notification directly to Health Net or through their participating physician group (PPG) when they have changes to their demographic information for Medi-Cal services. On a monthly basis providers should validate that their demographic information is reflected correctly on the provider website at [www.healthnet.com](http://www.healthnet.com) under ProviderSearch.

Providers' demographic data include the following:

- name
- alternate name
- address
- telephone number
- fax number
- office hours
- specialty

THIS UPDATE APPLIES TO  
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

1-888-893-1569  
[www.healthnet.com](http://www.healthnet.com)

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- hospital affiliation
  - languages other than English spoken by the physician
  - accepting new or prior patients. No new patients, prior patients only, full capped, available by referral only, and available through a hospital or facility only
  - handicap accessibility status for parking (P), exterior building (EB), interior building (IB), restroom (R), exam room (ER), and exam table/scale (T)
  - license number and National Provider Identifier (NPI)
  - email address
  - practice website

## **NOTIFICATION AND MAINTENANCE REQUIREMENTS**

Providers directly contracting with Health Net or CalViva Health for Medi-Cal services must notify Health Net of changes by completing the online form or by reaching out to their provider network administrator (PNA). The online form is available on the provider website at [provider.healthnet.com](http://provider.healthnet.com) under *My Account > Profile > Update Provider Information*. Providers must have the *Update Provider Information* privileges to update and submit changes online.

As stated in the *Provider Participation Agreement (PPA)*, providers are required to provide a minimum of 30 days advance notice of any changes to their demographic information. If the change pertains to the status of accepting new patients, the provider must notify Health Net or the applicable PPG within five business days.

Providers contracting through a PPG must notify the PPG directly of changes, and the PPG notifies Health Net. PPGs must have policies in place that establish and implement processes to collect, maintain and submit their provider demographic changes to Health Net on a real-time basis. Real-time is within 30 days, as recently defined by the Centers for Medicare & Medicaid Services (CMS). On behalf of CalViva Health, Health Net conducts random audits of PPGs to validate processes and policies to ensure they are maintaining provider demographic information on a regular basis.

## **ADDITIONAL INFORMATION**

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://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.