PROVIDER*Update*





REGULATORY

JULY 17, 2018

UPDATE 18-487 |

| 2 PAGES

Action Required: Submit Your Application for Medi-Cal Provider Enrollment to DHCS

Health Net Community Solutions, Inc. (Health Net) and CalViva Health distributed provider update 18-095, *Medi-Cal Provider Enrollment Changes*, on January 31, 2018. The update informed Health Net Medi-Cal providers of requirements for submitting a Medi-Cal enrollment application to the Department of Health Care Services (DHCS), in accordance with DHCS All Plan Letter (APL) 17-019 and Title 42 CFR, Part 455, Subparts B and E.

REQUIREMENTS

As detailed in provider update 18-207, *Changes to Application Submission Time Frame for Medi-Cal Provider Enrollment*, distributed on April 10, 2018, and certified letter 18-096, dated April 26, 2018, distributed to Medi-Cal contracted providers identified as not yet being enrolled through DHCS, CalViva Health and Health Net require that providers' enrollment with DHCS be **approved by September 30, 2018**. As a reminder, since this is a state requirement, failure to complete the application process and be enrolled by September 30, 2018, may result in termination from the Medi-Cal network, in accordance with the provider's *Provider Participation Agreement (PPA)*. These requirements apply to all health plans participating in Medi-Cal managed care. Registering with DHCS allows providers to participate in Medi-Cal fee-for-service (FFS).

If you received a letter from CalViva Health and Health Net stating enrollment through DHCS was not found, and you are enrolled, submit verification of your DHCS enrollment to HNProviderScreening@healthnet.com via email. If you are not yet enrolled, but DHCS does not provide a pathway to enrollment for your provider type, Health Net will reach out to discuss processing your enrollment directly.

HOW TO APPLY

Providers who have not already enrolled with DHCS are encouraged to register and enroll electronically, as soon as possible, by logging in to the DHCS Provider Application and Validation for Enrollment (PAVE) system portal at https://pave.dhcs.ca.gov/sso/login.do. Application status can be tracked directly through the PAVE portal. PAVE technical support is available at 1-866-252-1949, Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time, except holidays. The following online resources are available for reference:

 Available and upcoming PAVE implemented provider types – www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment _Division/PAVE-Implementation-Roll-Out-113017.pdf.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

Physicians

- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569 www.healthnet.com

CalViva Health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. Health Net Community Solutions, Inc. is a subsidiary of Health Net, Inc. and Centene Corporation. Health Net is a registered service mark of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly prohibited. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments. OTH021624EH00 (7/18) • PAVE frequently asked questions (FAQs) – www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/PAVE_FAQ.pdf.

If the PAVE system enrollment is not an option for select provider types, DHCS application packages can be located by provider type on the DHCS website at

www.dhcs.ca.gov/provgovpart/Pages/ApplicationPackagesAlphabeticalbyProviderType.aspx.

DHCS may take 180 days to review and approve non-PAVE enrollment applications.

ADDITIONAL INFORMATION

For additional information regarding Medi-Cal provider enrollment requirements, information on our monitoring of Medi-Cal enrollment status and additional resources, refer to provider update 18-095, available in the Provider Library on the provider website at provider.healthnet.com. Once in the Provider Library, select *Updates and Letters > 2018*.

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.