PROVIDER*Update*

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

Health Net Community Solutions, Inc. (Health Net) distributed provider update 18-097, *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 18-208, *Changes to Application Submission Time Frame for Medi-Cal Provider Enrollment,* distributed on April 10, 2018, and certified letter 18-098, dated April 26, 2018, distributed to contracted providers identified as not yet being enrolled through DHCS, Health Net requires 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 health plan's Medi-Cal provider network, in accordance with the provider's Health Net *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 managed care for all health plans but does not obligate providers to participate in Medi-Cal fee-for-service (FFS).

If you received a letter from 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.

- PAVE frequently asked questions (FAQs) – www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment _Division/PAVE_FAQ.pdf.

THIS UPDATE APPLIES TO **CALIFORNIA** PROVIDERS:
- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:
- ○ HMO/POS/HSP
- ○ PPO
- ○ EPO
- ○ Medicare Advantage (HMO)
- Medi-Cal
  - Kern
  - Los Angeles
    - ○ Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES
1-800-675-6110

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PROVIDER COMMUNICATIONS
provider.communications@
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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 Health Net's monitoring of Medi-Cal enrollment status and additional resources, refer to provider update 18-097, available in the Provider Library on the Health Net 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 the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.