

PROVIDER Update



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Paper Claims Submission Address and Provider Appeals Address

CalViva Health and Health Net Community Solutions, Inc. (Health Net) are sending a reminder to participating providers regarding the correct addresses to use when submitting information via the U.S. Postal Service (USPS). The address to send paper claims and forms is different than the address to send provider appeals and requests for additional documentation for an appeals review.

PAPER CLAIM FORM SUBMISSIONS

Providers are strongly encouraged to submit new claims electronically via their clearinghouse or through the secure provider portal at provider.healthnet.com for faster processing.

If submitting new claims or forms electronically is not possible, send the paper claims or paper forms through the USPS to:

CalViva Health Claims
PO Box 9020
Farmington, MO 63640-9020

PROVIDER DISPUTES AND DOCUMENT REQUESTS

Provider dispute forms and requests for additional documentation for a provider appeal should be sent through the USPS to the address below:

CalViva Health Provider Disputes
PO Box 419086
Rancho Cordova, CA 95741-9086

The Provider Dispute Resolution Request form is available on the provider website at provider.healthnet.com in the Provider Library under *Forms > Provider Dispute Resolution Request – CalViva Health*.

ADDITIONAL INFORMATION

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.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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