PROVIDER*Update*

Explanation of Payment/Remittance Advice Challenges and Suggested Solutions

This provider update applies only to Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) providers serving Individual Family Plan (IFP) members who receive printed paper versions of an explanation of payment (EOP), also known as a remittance advice (RA). Please note that this communication does not apply to IFP providers receiving electronic funds transfers (EFTs) and electronic remittance advices (ERAs) via Payspan® Health.

The purpose of this communication is to explain instances of misprints that providers may be identifying on paper EOPs, what Health Net has done to resolve these issues, and provide guidance on how to clarify the accuracy of any such EOP data.

EXPLANATION

Health Net has learned that some paper EOPs were not displaying figures that allow providers to reconcile stated subtotals with the total amount of Health Net financial responsibility.

Health Net has resolved all issues related to misprinted data except instances where the member's cost share may not be displaying a figure that includes any coinsurance amount. Health Net is working diligently to promptly resolve this remaining issue.

RECOMMENDATIONS

The following are recommendations that will allow providers to confirm payment details for claims processed:

- For payment history, users granted access by the office account manager to view and submit claims can download claims detail for previously issued checks directly from the provider portal at provider.healthnetcalifornia.com. See steps on the next page.

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
provider_services@healthnet.com

EnhancedCare PPO (IFP)
1-844-463-8188
provider.healthnetcalifornia.com
IFP – CommunityCare HMO, PPO, Pure Care HSP, Pure Care One EPO
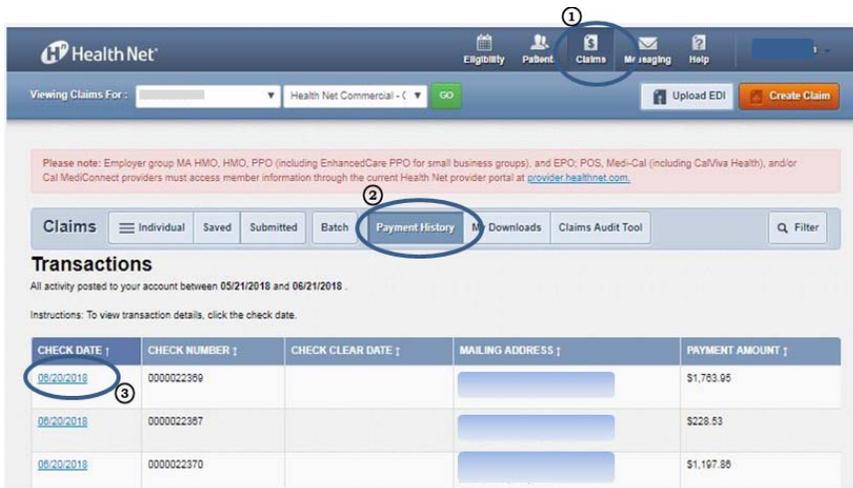1-888-926-2164
provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS
Provider. Communications@
healthnet.com
fax 1-800-937-6086

Log in to the provider portal at provider.healthnetcalifornia.com and select:

1. *Claims*

2. *Payment History*

3. The applicable *Check Date* in blue font.

4. View details for all of the claims paid on the check date selected, including the coinsurance amount; and/or

5. Download to an Excel file a list of all the claims paid on the check date selected, which will include full claims details, including all amounts that may not be fully printing on the EOP; then select *Download* (Excel Format).

6. Select *My Downloads* to download the information to an Excel file.
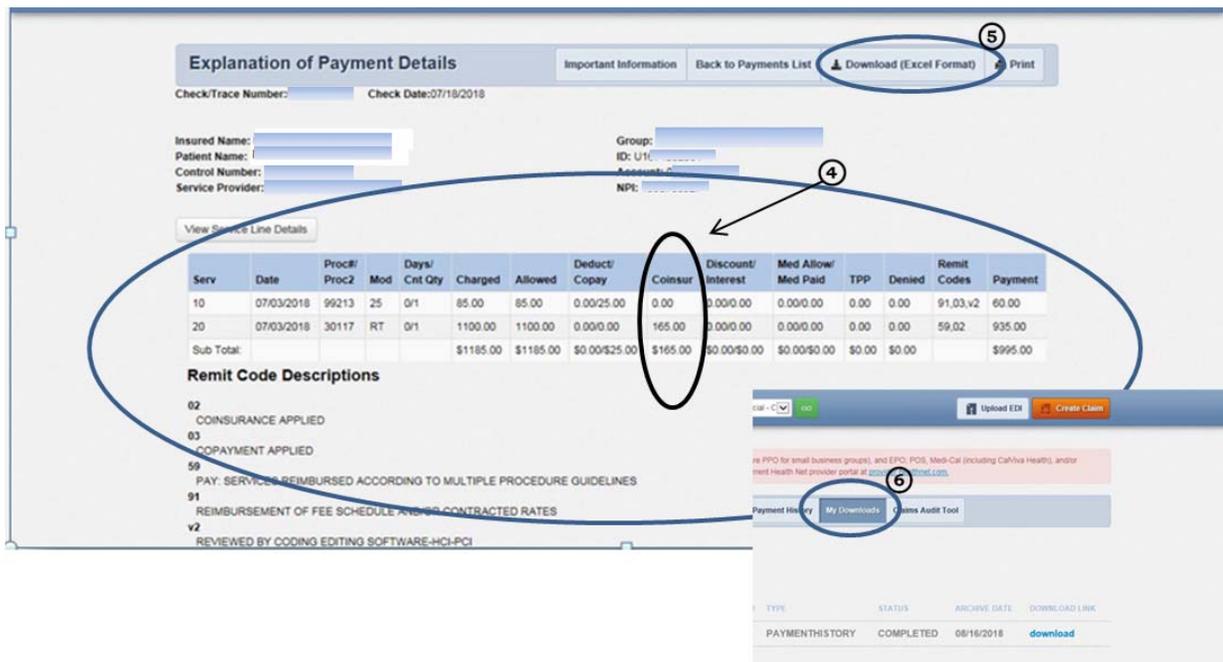
For assistance on accessing the *Payment History* report, providers can contact the Provider Services Center at the contact information provided on page 4.

- For the best IFP EOP experience on future payments, Heath Net recommends that providers sign up for ERAs through Payspan. Refer to the instructions on the next page to sign up with Payspan Health.

INSTRUCTIONS ON HOW TO REGISTER FOR PAYSPAN

To register with Payspan, follow the steps below.

- Visit www.payspanhealth.com.
- Select *Register Now*.

If providers do not have a registration code, enter:

- National Provider Identifier (NPI).
- Tax identification number (TIN).
- Billing ZIP code.

Then select *Submit*.

Providers can obtain a registration code through any of the following methods:

- Online at www.payspanhealth.com/requestRegCode/.
- Via email at Providersupport@Payspanhealth.com. Use subject line "Registration Code Request – Health Net IFP".
- Contact Payspan Provider Services at 1-877-331-7154, Option 1.

Registration codes requested online or via email will be emailed from Payspan along with detailed registration instructions.

If providers have a registration code, enter the code, select *Submit* and follow the below steps:

- Enter the provider identification number (PIN).
- Enter the TIN.
- Enter the NPI if available, or select *Atypical Service Provider* check box if the NPI is not known.

Then select *Start Registration*.

Personal Info

- Provide full name, email address, telephone number, and job title.
- Designate a unique user name or use an email address.
- Create a unique password of at least eight characters which should include one capital letter, one lowercase letter and a number.
- Select a challenge question, enter the answer and click the *Next* button to continue.

Banking Account Setup

For account set up, providers must designate the account in which they wish to have funds deposited by entering the following information:

- Account name
- Financial institution routing number
- Provider's account number
- Type of account
- Select the following options as applicable:
  - Enable electronic payment (automatically selected)
  - Request paper remittance (grayed out as it is not an option)
  - Assign new or additional payers
- Select *Next* button to continue.

Note: Providers typically use the Account Name to specify the payee designation. Each payee has a separate registration code and can therefore have a separate receiving account established. The same routing and account number can be used for multiple receiving accounts.

Verify Info

Verify the following information:

- Check the box to agree to the Services Agreement and select *Confirm*.

- Select the *Back* button to make any corrections.

- Read the Service Agreement then check the terms and conditions box if in agreement.

- Once account has been established, log in to the account.

Payspan will send an email when registration is complete. If providers registered for EFT, verify with the bank that a minimal deposit has been made by Payspan. Allow a few days from registration for the funds to appear. This deposit amount will be used to confirm that electronic payments are set up appropriately through Payspan and the bank. Providers will see this confirmation page the next time they log in to www.payspanhealth.com using their user ID and password. The deposit does not need to be returned to Payspan.

ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCEDCARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
IFP (COMMUNITYCARE HMO, PPO, PURECARE HSP, PURECARE ONE EPO)	1-888-926-2164	provider.healthnetcalifornia.com	