

# PROVIDER Update



Health Net®

CONTRACTUAL | SEPTEMBER 24, 2018 | UPDATE 18-685 | 1 PAGE

## Timely Response to Request for Medical Records Reminder

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) require the assistance of participating physician groups (PPGs), direct network physicians and hospitals to respond to medical record requests in a timely manner.

When Health Net requests medical records, the participating provider will receive a request indicating the information and/or documentation needed, including the due date. Providers must respond by the due date requested, or reach out to the Health Net requester as soon as the request is received to clarify any questions so that the request can be met in a timely manner.

Providers who fail to respond within the indicated time frames may violate relevant portions of their *Provider Participation Agreement (PPA)*, including Health and Safety Code section 1374.31(a), rules 1300.74.30(j) and 1300.74.30(k). Failure to provide timely records can result in fines and penalties assessed against Health Net, PPGs and participating providers.

### ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

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](mailto:provider_services@healthnet.com)

**EnhancedCare PPO (IFP)**

1-844-463-8188

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**EnhancedCare PPO (SBG)**

1-844-463-8188

[provider.healthnet.com](http://provider.healthnet.com)

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

[provider.healthnet.com](http://provider.healthnet.com)

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**

1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (individual)**

1-800-929-9224

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medicare (employer group)**

1-800-929-9224

[provider.healthnet.com](http://provider.healthnet.com)

**Medi-Cal – 1-800-675-6110**

[provider.healthnet.com](http://provider.healthnet.com)

PROVIDER COMMUNICATIONS

[provider.communications@](mailto:provider.communications@healthnet.com)

[healthnet.com](http://healthnet.com)

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