

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

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Timely Response to Request for Medical Records Reminder

Health Net Community Solutions, Inc. (Health Net) requires 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

Providers are encouraged to access Health Net's 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 Provider Services Center by email at 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
CAL MEDICONECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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