

# PROVIDER Update



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## Timely Response to Request for Medical Records Reminder

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, 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 or CalViva Health 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 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, CalViva Health, PPGs, and participating providers.

### ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at [provider.healthnet.com](http://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](http://www.healthnet.com)