

Medical Records for Concurrent Review

Submit actual inpatient medical records for necessity review

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) strive to make appropriate concurrent decisions regarding inpatient care for its members. To ensure this, the Health Net concurrent review (CCR) team will continue to utilize the actual inpatient medical record when conducting a medical necessity review.

MEDICAL RECORDS

Depending on the member's individual needs, the medical record reviewed can include the actual laboratory results, radiology reports, surgical reports, consultations, medication administration, physician notes, and any other pertinent information necessary from the true medical record to make an informed decision.

ELECTRONIC MEDICAL RECORDS

The Health Net CCR team accepts inpatient medical records by confidential fax or mail and can also accept electronic medical records (EMRs) as part of the concurrent review process. EMRs can:

- Eliminate the need to submit lengthy medical records, if requested.
- Reduce the volume of transmitting faxes or the cost of postage.
- Expedite concurrent review decisions.
- Allow for joint discharge planning.

To begin the EMR process, providers can contact Loree Fink, RN, Manager of Concurrent Review for the PPO products, by email at loree.j.fink@healthnet.com. For other lines of business, contact Celestine Hall, Director of Concurrent Review, by email at celestine.hall@healthnet.com or your Provider Relations representative via email at HN_Provider_Relations@Healthnet.com.

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 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

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

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

1-800-641-7761

provider.healthnet.com

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

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

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