



Medical Records for Concurrent Review

Submit actual inpatient medical records for necessity review

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

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 MEDICCONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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Los Angeles County – 1-855-464-3571
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PROVIDER COMMUNICATIONS

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