

# PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 18-723

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## Medical Records for Concurrent Review

*Submit actual inpatient medical records for necessity review*

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, strives to make appropriate concurrent decisions regarding inpatient care for CalViva Health members. To ensure this, the health plan's concurrent review (CCR) team will continue to utilize the actual inpatient medical record when conducting a medical necessity review.

### MEDICAL RECORDS

Depending on the CalViva Health 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 plan's 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, contact Celestine Hall, Director of Concurrent Review, by email at [celestine.hall@healthnet.com](mailto:celestine.hall@healthnet.com) or your Provider Relations representative via email at [HN\\_Provider\\_Relations@Healthnet.com](mailto:HN_Provider_Relations@Healthnet.com).

### 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)