

PROVIDER Update



Health Net®

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Denial of Incontinence Supplies from Noncontracting Suppliers

Avoid claims denials by utilizing an in-network supplier, such as J&B Medical Supply Company, Inc., for Medi-Cal members

As a reminder, incontinence supplies for Medi-Cal members must be ordered through a contracting (in-network) supplier in order for claims to be paid. J&B Medical Supply Company, Inc. is Health Net Community Solutions, Inc.'s (Health Net's) preferred provider and offers the best value for Health Net members for disposable medical supplies, including incontinence supplies.

Based on the member's *Evidence of Coverage (EOC)*, Health Net Medi-Cal members must use an in-network supplier in order for incontinence supplies to be a covered benefit. Claims for incontinence supplies submitted by noncontracting (out-of-network) suppliers are denied.

ORDERING COVERED INCONTINENCE SUPPLIES

Providers may contact J&B Medical Supply to order covered supplies by any of the following methods:

- Telephone at 1-800-737-0045
- Fax at 1-800-737-0012
- Website at www.jandbmedicalinsurance.com

Health Net members receive requested supplies within 72 hours of J&B Medical Supply receiving a complete referral.

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 Medi-Cal Provider Services Center at 1-800-675-6110.

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

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PROVIDER COMMUNICATIONS

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