

# PROVIDER Update



REGULATORY | DECEMBER 18, 2018 | UPDATE 18-909 | 2 PAGES

## Training and Attestation Requirements

*Newly contracting providers must complete required Medi-Cal training, and sign and return the training attestation form*

Participating physician groups (PPGs) delegated to perform credentialing on behalf of Health Net\* and CalViva Health are required to ensure that newly contracting Medi-Cal providers complete required provider training, sign the training attestation form and return it as part of the contracting package.

Effective February 1, 2019, the PPG must send a copy of the signed attestation form to the health plan with notification that the PPG has a newly contracting Medi-Cal provider. Before the provider can be activated in the health plan's system of record, the health plan must receive a signed attestation form along with the required pages of the signed contract.

### TRAINING ATTESTATION FORM ADDED TO CREDENTIALING CHECKLIST

The updated attestation form, which is included in the packet, is a required component of the provider credentialing process and has been added as a line item to the credentialing checklist. The form must be signed by the provider who completed the trainings. Staff members cannot sign the attestation on behalf of a provider, and providers cannot waive required trainings. A copy of the updated form is attached for reference.

### TRAINING MATERIALS AND ATTESTATION FORM AVAILABLE ONLINE

Providers can access educational training materials and the updated attestation form online on the provider website at [provider.healthnet.com](http://provider.healthnet.com) under *Provider Support > New Provider Onboarding Packets > Health Net Medi-Cal New Provider Resources*.

### IN-PERSON TRAINING

In-person training is available. Providers who would prefer in-person training may contact Provider Relations by email at [hn\\_provider\\_relations@healthnet.com](mailto:hn_provider_relations@healthnet.com) to request a training session.

### 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.

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)

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If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.