

# PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 13, 2018 | UPDATE 18-836 | 1 PAGE

## Health Net to Use Verify Health Care Portal to Conduct Provider Data Verification

*Accurate provider information allows for timely access to care for members*

Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) are sending this communication to inform its directly contracting practitioners that we are using Verify Health Care Portal (VerifyHCP), a collaborative solution created by LexisNexis® Risk Solutions and AMA Business Solutions, a wholly-owned subsidiary of the American Medical Association, to conduct its biannual outreach to comply with Health and Safety Code (HSC), section 1367.27 and California Insurance Code, section 10133.15. VerifyHCP was developed to streamline outreach to practices by allowing them to update information once on behalf of any participating plan.

Outdated practitioner information can create barriers to timely access to care for members. It's important for Health Net's contracting practitioners to regularly validate that their information is current and to provide timely responses to the required biannual outreach requests to confirm or update their information. Practitioners that are nonresponsive to these requests will be removed from the plan's directories, and could also experience a delay of payment or reimbursement of a claim.

### PRACTITIONER OUTREACH

Outreach to confirm and update directory information will begin November 26, 2018. Several outreach methods will be used, including email, fax and phone, with email being the primary method.

Practitioners will be directed to register and log in to VerifyHCP to confirm that their directory information on file is accurate. VerifyHCP is a secure, free website for practitioners and their staff to use to confirm directory information, as required by the Centers for Medicare & Medicaid Services (CMS) and various state laws.

Health Net's goal is to make this process as easy as possible for its practitioners and to receive responses on 100 percent of the requests.

Practitioners may access additional details regarding the outreach requirements in the Provider Library on the Health Net provider portal at [provider.healthnet.com](http://provider.healthnet.com) and select *Operations Manuals > Provider Oversight > Facility and Physician Additions, Changes and Deletions > Provider Outreach Requirements*.

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](mailto: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
    - Molina
  - Los Angeles
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

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

1-800-641-7761

[provider.healthnet.com](http://provider.healthnet.com)

**IFP – CommunityCare HMO, PPO,**

**PureCare HSP, PureCare One EPO**

1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

**Medi-Cal – 1-800-675-6110**

[provider.healthnet.com](http://provider.healthnet.com)

PROVIDER COMMUNICATIONS

[provider.communications@](mailto:provider.communications@healthnet.com)

[healthnet.com](http://healthnet.com)

fax 1-800-937-6086