

PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 16, 2018 | UPDATE 18-854 | 2 PAGES

2017–2018 Payment Programs for Public and Private Hospitals

NOTE TO PARTICIPATING PHYSICIAN GROUPS – The below communication was distributed to Health Net Community Solutions, Inc. (Health Net) hospital facilities on October 16, 2018. As a result, your office may receive an influx of claims. In an effort to meet the Department of Health Care Services (DHCS) December 31, 2018, deadline, resubmit any capitated institutional hospital records that have not been accepted by Health Net as soon as possible.

DPH-EPP and PHDP provide supplemental reimbursement to hospitals based on utilization of qualifying services, as reflected in Medi-Cal managed care encounter data reported to DHCS

The DHCS is implementing the state fiscal year 2017–2018 Designated Public Hospital (DPH) Enhanced Payment Program (EPP) and Private Hospital Direct Payment Program (PHDP).

DPH-EPP and PHDP provide supplemental reimbursement to participating hospitals based on the actual utilization of qualifying services for eligible members covered under Managed Care Organizations (MCOs), as reflected in Medi-Cal claims encounters reported to DHCS.

Health Net will be reviewing the files from DHCS to identify claims encounters received for the first service period of July 1, 2017, through March 31, 2018, identifying claims encounters on file with Health Net but not on the DHCS file. Health Net files will include the error codes and the information will be available for participating hospitals via an Excel file for appropriate reconciliation.

OVERVIEW

The following is an overview of what participating hospitals can expect.

- Participating hospitals can request outstanding claims encounters from Health Net.
- Health Net will send an Excel file of claims encounters via secure email with details on how to reconcile the claims encounters.
- Hospitals must submit any missing data or corrected information on the claims encounters back to Health Net through the standard claims encounters submission process, as well as submit the Excel file back by November 16, 2018.

REQUESTING OUTSTANDING CLAIMS ENCOUNTERS

For any questions and to obtain a list of outstanding claims encounters along with additional instructions, participating hospitals can contact Terri Bailey, Manager, Data Analysis via email at Teresa.L.Bailey@centene.com, and Kirsten Antonissen, Project Manager via email at Kirsten.M.Antonissen@healthnet.com. Within the email include:

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

1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

healthnet.com

fax 1-800-937-6086

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- The email address for Health Net to send the participating hospital reconciliation.
 - The National Provider Identifiers (NPIs) for the participating hospitals for which they are trying to reconcile.

Once the request is received, Health Net will send an Excel file of claims encounters via secure email. The email from Health Net will provide further details about how to reconcile the claims encounters.

MISSING DATA OR CORRECTED CLAIMS ENCOUNTERS DEADLINE

Participating hospitals must submit any missing data or corrected information back to Health Net through the standard file processing submission method.

All claims encounters submissions must be sent to Health Net through the standard claims encounters submission process no later than November 16, 2018.

ADDITIONAL RESOURCE INFORMATION

For additional information, visit DHCS at the following websites:

- DPH-EPP – www.dhcs.ca.gov/services/Pages/DP-DPH-EEP.aspx
- PHDP – www.dhcs.ca.gov/services/Pages/DP-PHDP.aspx

For all other questions, contact the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.