

PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 26, 2018 | UPDATE 18-859 | 1 PAGE

Treatment Termination Notices

CMS requires that providers give members a two-day minimum advanced notice when discontinuing treatment

This communication contains information regarding the Centers for Medicare & Medicaid Services (CMS) treatment termination notice requirements for Health Net of California, Inc. (Health Net) Medicare Advantage (MA) providers.

MA participating providers must notify members at least two days in advance of a proposed termination date from one of the facilities below via a Notice of Medicare Non-Coverage (NOMNC), in accordance with Medicare rules in 42 CFR 422.620:

- Skilled nursing facilities (SNFs)
- Home health agencies (HHAs)
- Comprehensive outpatient rehabilitation facilities (CORFs)

The NOMNC is posted on the CMS website at www.cms.gov/Medicare/Medicare-General-Information/BNI/MAEDNotices.html. This notification is required even when members agree that the treatment should be terminated.

Members may disagree with treatment termination decisions, and have the right to a fast-track appeal and review process, which typically takes less than 48 hours and is completed before the proposed benefit termination date.

ADDITIONAL INFORMATION

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 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
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

Medicare (individual)

1-800-929-9224
provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
healthnet.com
fax 1-800-937-6086