

PROVIDER Update



Health Net®

REGULATORY | DECEMBER 6, 2018 | UPDATE 18-879 | 2 PAGES

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 reaching out to directly contracting practitioners to inform them that Health Net is using Verify Health Care Portal (VerifyHCP) to conduct its biannual outreach to comply with Health and Safety Code (HSC), section 1367.27 and California Insurance Code, section 10133.15.

VerifyHCP is a collaborative solution created by LexisNexis® Risk Solutions and AMA Business Solutions, a wholly-owned subsidiary of the American Medical Association.

PARTICIPATING PHYSICIAN GROUP INFORMATION

Participating physician groups (PPGs) may be contacted during the outreach if a practitioner has given the PPG contact information for administrative purposes. If you are not the correct contact to validate information for Health Net directly contracting practitioners, please respond to the request advising that you are not the correct contact.

IMPORTANCE OF ACCURATE PROVIDER INFORMATION

Outdated practitioner information can create barriers to timely access to care for members.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 began on November 26, 2018. Several outreach methods are 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.

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

provider_services@healthnet.com

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

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

ADDITIONAL INFORMATION

Practitioners may access additional details regarding the outreach requirements in the Provider Library under *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 within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column on page 1.