

PROVIDER Update



Health Net®

REGULATORY

DECEMBER 18, 2018

UPDATE 18-908

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* 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 Health Net with notification that the PPG has a newly contracting Medi-Cal provider. Before the provider can be activated in the Health Net system of record, Health Net 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 Health Net's provider website at 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 to request a training session.

ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

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
fax 1-800-937-6086

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If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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Health Net®

COMMUNITY SOLUTIONS

CONFIRMATION OF NEW PROVIDER TRAINING

Please complete the following and submit it within 48 hours via email to HN_Provider_Relations@healthnet.com, or send it via fax to 1-855-863-5987.

REQUIRED: Initial #1 OR #2

1. _____ (initial) I have received the new provider training materials from Health Net Community Solutions, Inc. (Health Net), reviewed them for training purposes, and understand essential components of Health Net’s Medi-Cal plan, including basic information about public health programs available to Health Net Medi-Cal members, Health Net’s quality improvement program, and interpreter services and provider tools to care for diverse populations.

OR

2. _____ (initial) I have completed Health Net’s new provider training online on the provider website and understand essential components of Health Net’s Medi-Cal plan, including basic information about public health programs available to Health Net Medi-Cal members, Health Net’s quality improvement program, and interpreter services and provider tools to care for diverse populations.

REQUIRED: Initial #3

3. _____ (initial) In addition, I understand my responsibilities related to Health Net’s Medi-Cal managed care program services, policies and procedures, and ways to communicate between providers, members and Health Net. I understand how to access and find information on Health Net’s provider website about Medi-Cal benefits and services, claims and payment policies, California Children’s Services (CCS)-eligible conditions and referral processes, case management services, tools to care for a diverse population, and operations manuals located under *Working with Health Net > Contractual > Provider Library*.

Provider name (PRINT)

Provider signature

Date

Provider address (street, city, ZIP)

Phone number

Email address

Tax identification number (TIN)

INTERNAL USE ONLY

Received date

Data entry date

Provider representative