

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

DECEMBER 27, 2018

UPDATE 18-927

1 PAGE

Claims Rejection Letters to Be Sent Beginning December 26, 2018

Rejected aged claims must be resubmitted as first time claims

This information only applies to paper claims. Beginning December 26, 2018, Health Net* will distribute claims rejection letters previously not generated for claims rejected by Health Net between January 1, 2018, and December 6, 2018. Claims are rejected for the following reasons:

- Invalid member – provider is sending a claim for an individual who is not identified in Health Net’s system.
- Invalid member date of birth (DOB) – Health Net’s system does not include a member who has the DOB included on the claim.
- Member not valid on date-of-service (DOS) – The provider is submitting a claim for an individual who is not eligible for coverage on the date of service.
- Payer control – Corrected claim submitted by provider does not include the original claim number.

RESUBMISSION INSTRUCTIONS

For reconsideration of rejected claims, providers must resubmit the rejected claim that have been corrected as **first time** claims submissions with a copy of this provider update to the applicable claims address listed in the table below.

Line of business	Paper claims address
MEDICARE ADVANTAGE	Health Net of California, Inc. Medicare Claims PO Box 9030 Farmington, MO 63640-9030
MEDI-CAL	Health Net Community Solutions, Inc. Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020
HMO/POS/HSP, PPO AND EPO	Health Net of California, Inc. (and/or) Health Net Life Insurance Company Commercial Claims PO Box 9040 Farmington, MO 63640-9040

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

EnhancedCare PPO (IFP)
1-844-463-8188
provider.healthnetcalifornia.com
EnhancedCare PPO (SBG)
1-844-463-8188
provider.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
Medicare (individual)
1-800-929-9224
provider.healthnetcalifornia.com
Medicare (employer group)
1-800-929-9224
provider.healthnet.com
Medi-Cal – 1-800-675-6110
provider.healthnet.com

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

* Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. and Centene Corporation. Health Net is a registered service mark of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. Confidentiality Note for Fax Transmission: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments. OTH027407EW00 (12/18)