

PROVIDER Update



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 claims that have been corrected as **first time** claims submissions with a copy of this provider update to:

Health Net Community Solutions, Inc.
Cal MediConnect Claims
PO Box 9030
Farmington, MO 63640-9030

ADDITIONAL INFORMATION

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

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
CAL MEDICCONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

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

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OTH027409EW00 (12/18)