# **PROVIDER***Update*





**NEWS & ANNOUNCEMENTS** 

**JANUARY 3, 2019** 

UPDATE 19-020

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<sup>\*</sup>, on behalf of CalViva Health, will distribute claims rejection letters previously not generated for claims rejected between January 1, 2018, and December 6, 2018. Claims are rejected for the following reasons:

- 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 submit the rejected claims that have been corrected as **first time** claims <u>with a copy of this provider update</u> to:

Health Net Community Solutions, Inc. or CalViva Health Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020

#### 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.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

## THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

1-888-893-1569 www.healthnet.com

CalViva Health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*Health Net Community Solutions, Inc. is a subsidiary 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 use 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. OTH027408EW00 (1/19)