

PROVIDER Update



NEWS & ANNOUNCEMENTS

JANUARY 3, 2019

UPDATE 19-020

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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*, 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 with a copy of this provider update** 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