

PROVIDER Update



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DHCS and DMHC Audit Notification

Be prepared for your onsite visit

The Department of Health Care Services (DHCS) and Department of Managed Health Care (DMHC) are conducting an onsite audit of CalViva Health to evaluate the plan's compliance with contractual and regulatory requirements. As part of the audit, DHCS may visit provider sites any time during February 25, 2019, through March 8, 2019.

AUDIT REVIEW PERIOD

The audit review periods are listed below:

- DHCS – April 1, 2018, through January 31, 2019
- DMHC – August 1, 2017, through September 30, 2018

DHCS NOTIFICATION VISIT

DHCS is going to visit select provider offices. If selected, a nurse evaluator will contact you directly to schedule an onsite visit. Cooperation with DHCS staff is required.

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

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