California

PROVIDER*Update*

NEWS & ANNOUNCEMENTS

FEBRUARY 7, 2019

UPDATE 19-076

Inpatient Notification Requirement

Timely notification helps ensure prompt claims payments and reduced retroactive admission reviews

The information in this update applies to all Health Net^{*} member admissions to an inpatient care setting, acute rehabilitation, hospice, long-term acute care, and skilled nursing facilities.

In accordance with the *Provider Participation Agreement (PPA)*, Health Net requires notification of the Health Net member's inpatient admission within 24 hours or the next business day when an admission occurs on the weekend. Timely notification of admissions assists with timely payment of claims, reduces retroactive admission reviews and enables Health Net to concurrently monitor member progress.

SERVICES REQUIRING NOTIFICATION

Health Net and the member's participating physician group (PPG) require notification within 24 hours or the next business day when an admission occurs on the weekend for:

- All inpatient hospitalizations.
- · Inpatient acute care rehabilitation admissions.
- · Long-term acute care (LTAC) admissions.
- Skilled nursing facility (SNF) admissions.
- All SNF to acute transfers; bed holds and return from bed holds.
- SNF leave of absence (LOA).

REQUIRED INFORMATION

When reporting inpatient admissions, acute transfers, bed holds, and LOAs to Health Net and the PPG, include the following:

- Member name.
- Subscriber identification (ID) number.
- · Attending and admitting physicians' first and last names.
- SNF name and address.
- Admission date and time.
- Admission type (for example, acute care inpatient, SNF, acute rehabilitation unit (ARU), LTAC, elective, or urgent).
- Inpatient facility name and address.
- Level of care.
- Admitting diagnosis and code.



THIS UPDATE APPLIES TO CAL MEDICONNECT 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 fax 1-800-937-6086

* Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. 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.

- CPT procedure code, if applicable.
- Facility medical record number.
- PPG authorization number.
- Discharge date, if applicable.

NOTIFICATION PROCESS

Inpatient admissions may be faxed to the Health Net Hospital Notification Unit (HNU) at 1-800-676-7969, 24 hours a day, seven days a week. A fax cover sheet must accompany all fax transmissions of Protected Health Information. The cover sheet must be labeled "PROTECTED HEALTH INFORMATION." If urgent notification is needed, contact HNU by telephone at 1-800-995-7890 for assistance.

TRACKING

For fax notifications, inpatient services are entered into the Health Net notification system and, if applicable, a tracking number is created within 24 hours of receipt of the fax. Fax notifications received after 5:00 p.m. are entered the following business day. The claim tracking number is not a prior authorization number. Continue to follow current established procedures for prior authorizations.

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 county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICONNECT – LOS ANGELES COUNTY	1-855-464-3571	- provider_services@healthnet.com
CAL MEDICONNECT – SAN DIEGO COUNTY	1-855-464-3572	