



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 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
 fax 1-800-937-6086

- 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 MEDICCONNECT – LOS ANGELES COUNTY | 1-855-464-3571 | provider_services@healthnet.com |
| CAL MEDICCONNECT – SAN DIEGO COUNTY | 1-855-464-3572 | |