

# PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 19-077

2 PAGES

## Inpatient Notification Requirement

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

The information in this update applies to all CalViva Health 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,\* on behalf of CalViva Health, requires notification of the CalViva Health 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

CalViva Health 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, 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.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

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- Admitting diagnosis and code.
  - 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 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 the provider portal online at [provider.healthnet.com](http://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.