

PROVIDER Update



NEWS & ANNOUNCEMENTS

JANUARY 31, 2019

UPDATE 19-081

1 PAGE

Encounter Data Submission Validation

Select providers may be contacted by Datafied™ to schedule medical record retrievals

The Department of Health Care Services (DHCS), in collaboration with the Health Services Advisory Group (HSAG), is conducting an Encounter Data Validation (EDV) Study to evaluate DHCS' encounter data completeness and accuracy through review of medical records.

Health Net,* on behalf of CalViva Health, is required to retrieve medical records for 411 encounters randomly selected by HSAG.

DATAFIED OUTREACH TO SELECT PROVIDERS

Beginning February 2019, Datafied™ will reach out to select providers to schedule medical record retrievals. Providers are selected based on data from encounter submissions selected in a DHCS sample. Medical record retrievals will be for specific dates of service from January 1, 2017, through December 31, 2017.

To give providers adequate time to prepare the necessary information, Datafied will provide retrieval details and a specific list of CalViva Health members who are part of this review in advance.

CalViva Health and Health Net are requesting provider cooperation in allowing access to these select members' medical records to facilitate activities surrounding encounter data validation in accordance with DHCS guidelines.

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