

PROVIDER Update



Health Net®

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Continuity of Care for Maternal Mental Health Conditions

Members who have a verified diagnosis can continue care with an out-of-network provider for stated term

As of January 1, 2020, continuity of care for pregnancy expands to include maternal mental health conditions. These are conditions that can impact a woman during pregnancy, peri or postpartum, or that arise during pregnancy, in the peri or postpartum period, up to one year after delivery. This change is a result of Assembly Bill (AB) 577.

Members are eligible for continuity of care if they provide written documentation of being diagnosed with a maternal mental health condition from their treating provider. Completion of covered services will not exceed 12 months from the member's diagnosis or from the end of pregnancy, whichever occurs later.

Continuity of care coverage

Health Net* provides for continuity of care or transition of care for new or existing members due to the termination of prior coverage and any health plan withdrawn from any portion of the market for currently enrolled members.

Select conditions are eligible for continuity of care. For more information about eligible conditions or continuity of care coverage, refer to the Health Net provider operations manuals as follows.

If you are serving...	Follow these steps
<ul style="list-style-type: none">EnhancedCare PPO (IFP)IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO	<ol style="list-style-type: none">Go to provider.healthnetcalifornia.com and select <i>Resources > Go to the Provider Library</i>.Search under <i>Operations Manuals > Utilization Management > Continuity of Care</i>.
<ul style="list-style-type: none">EnhancedCare PPO (SBG)Health Net Employer Group HMO, POS, HSP, PPO, and EPOMedi-Cal	<ol style="list-style-type: none">Go to provider.healthnet.com and select <i>Provider Library</i>.Search under <i>Operations Manuals > Utilization Management > Continuity of Care</i>.

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, as described above.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188
provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188
provider.healthnet.com
Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761
provider.healthnet.com
IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164
provider.healthnetcalifornia.com
Medi-Cal – 1-800-675-6110
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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