

PROVIDER Update



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Correction to Medi-Cal Provider Appeals and Disputes

Mailing address correction for Medi-Cal provider appeals and disputes for processing

Provider update 19-072, *Medi-Cal Provider Appeals and Disputes*, distributed on January 30, 2019, listed the wrong ZIP code for the Medi-Cal Provider Appeals Unit mailing address.

Medi-Cal provider appeals and disputes must be mailed to the following address:

Medi-Cal Provider Appeals Unit
PO Box 419086
Rancho Cordova, CA 95741-9086

ADDITIONAL INFORMATION

Additional information about appeals and disputes, including the form to use for submission, is available in the provider operations manuals. The provider operations manuals are available in the Provider Library on the provider website at provider.healthnet.com.

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