

## Sharing Medical Records at the Health Plan's Request

*Information about sharing medical records, including electronic medical records (EMR), has been added to the provider operations manual*

Participating physician groups (PPGs), physicians, hospitals, and ancillary providers are required to provide Health Net\* and CalViva Health with copies of medical records, and accounting and administrative books and records, as they pertain to the *Provider Participation Agreement (PPA)*.

Additionally, when the health plan requests records, including electronic medical records (EMR), providers are required to share them as described below.

### AUDITS AND ACCESS TO RECORDS

Subject only to applicable state and federal confidentiality or privacy laws, the provider must share records when the health plan or its designated representative requests access to them in order to audit, inspect, review, perform chart reviews, and duplicate such records.

If performed onsite, access to records for the purpose of an audit must be scheduled at mutually agreed upon times, upon at least 30 business days prior written notice by the health plan or its designated representative, but not more than 60 days following such written notice. However, access to records and audits that are part of a facility site review audit, grievance visit or potential quality issue (PQI) visit can be unannounced.

### ACCESS TO EMR

When the health plan requests access to EMR, the provider will grant the plan access to the provider's EMR in order to effectively case manage members and capture medical record data for risk adjustment and quality reporting. There will be no other fees charged to the health plan for this access.

### ADDITIONAL INFORMATION

Relevant sections of the 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, located on the provider website at [provider.healthnet.com](http://provider.healthnet.com).

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.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

1-888-893-1569  
[www.healthnet.com](http://www.healthnet.com)