

PROVIDER Update



Requesting Medical Records from PPGs' Individual Practitioners

Medical records are used to respond within required time frames to member issues and complaints

Health Net* must comply within required turnaround times when responding to member issues. During case review, the Health Net Appeals and Grievances (A&G) Department may fax a provider information request to a participating physician group (PPG) requesting patient medical records. There is a due date and time on the request that shows when the medical records should be received.

When faxing the medical records, include a cover sheet for fax transmissions of protected health information (PHI). The cover sheet must be labeled "PROTECTED HEALTH INFORMATION."

PROCESS CHANGE

The Health Net A&G Department will directly contact a participating practitioner for medical records if the PPG does not return the requested information by the due date. This process change allows more time to review the member's health status and benefits.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's 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 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
CAL MEDICCONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
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PROVIDER COMMUNICATIONS

provider_communications@healthnet.com

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