

PROVIDER Update



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Requesting Medical Records from PPGs' Individual Practitioners

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

CalViva Health and Health Net* must comply within required turnaround times when responding to member issues. During case review, the 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 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 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