

PROVIDER Update



Health Net®

CONTRACTUAL | MARCH 11, 2019 | UPDATE 19-168 | 1 PAGE

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

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

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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