

# PROVIDER Update



Health Net®  
COMMUNITY SOLUTIONS

REGULATORY | MARCH 28, 2019 | UPDATE 19-257 | 2 PAGES

## Timely Provider Demographic Data Validation Reminder

### *Accurate provider information allows for timely access to care*

Outdated provider information can create barriers to timely access to care for members. Contracting providers must keep their office information current to ensure Health Net\* Cal MediConnect Plan (Medicare-Medicaid Plan) members have access to accurate information for scheduling appointments and in selecting providers.

Providers are required to provide advance notification directly to Health Net or through their participating physician group (PPG) when they have changes to their demographic information. On a monthly basis, providers should validate that their demographic information is reflected correctly on the Health Net website at [www.healthnet.com](http://www.healthnet.com) under ProviderSearch.

You may receive calls from Health Net or a regulator regarding the status of your contract as well as other demographic information. It is important that an administrator or member of your team who is familiar with the provider's contract details responds to these inquiries. Any request from Health Net or a regulator should be responded to in a timely manner.

### DEMOGRAPHIC INFORMATION

Providers' demographic data include the following:

Name	License number	Email address – used for members and is Health Insurance Portability and Accountability Act (HIPAA) compliant
Alternate name	National Provider Identifier	Practice website
Address	Office hours	Hospital affiliation
Telephone number	Patient age ranges (lowest to highest) seen by provider	Languages other than English spoken by the physician
Fax number	Specialty	Languages other than English spoken by the office staff
Panel status – Accepting new patients, accepting existing patients, available by referral only, available only through a hospital or facility, not accepting new patients		
Handicap accessibility status for parking (P), exterior building (EB), interior building (IB), restroom (R), exam room (ER), and exam table/scale (T) – if accessibility is not yes to all, then indicate no		

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  
[www.healthnet.com](http://www.healthnet.com)

#### PROVIDER COMMUNICATIONS

provider.communications@  
healthnet.com

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## NOTIFICATION AND MAINTENANCE REQUIREMENTS

Providers directly contracting with Health Net must notify Health Net of changes by completing the online form or by reaching out to their provider network administrator (PNA). The online form is available on the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) under *My Account > Profile > Update Provider Information*. Providers must have the *Update Provider Information* privileges to update and submit changes online.

As stated in the *Provider Participation Agreement (PPA)*, providers are required to provide a minimum of 30 days advance notice of any changes to their demographic information. If the change pertains to the status of accepting new patients, the provider must notify Health Net or the applicable PPG within five business days.

Providers contracting through a PPG must notify the PPG directly of changes, and the PPG notifies Health Net. PPGs must have policies in place that establish and implement processes to collect, maintain and submit their provider demographic changes to Health Net on a real-time basis. Real time is within 30 days, as defined by the Centers for Medicare & Medicaid Services (CMS). Health Net conducts random audits of PPGs to validate processes and policies to ensure they are maintaining provider demographic information on a regular basis.

## ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's 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 the Health Net Provider Services Center by county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICCONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICCONNECT – SAN DIEGO COUNTY	1-855-464-3572	