

PROVIDER Update



Health Net®

REGULATORY | APRIL 10, 2019 | UPDATE 19-285 | 1 PAGE

DHCS Audit Notification

Be prepared for your onsite visit from May 21, 2019, through May 31, 2019

The Department of Health Care Services (DHCS) is conducting an onsite audit of Health Net* to evaluate the plan's compliance with contractual and regulatory requirements. As part of the audit, DHCS may visit your site any time during May 21, 2019, through May 31, 2019.

AUDIT REVIEW PERIOD

The audit review period is May 1, 2018, through April 30, 2019.

DHCS NOTIFICATION VISIT

DHCS will visit select provider offices. If selected, a nurse evaluator will contact you directly to schedule an onsite visit. Cooperation with DHCS staff is required.

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 the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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

1-800-675-6110
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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