



CalViva Health
Health Net Community Solutions
7625 North Palm Avenue, Suite 109
Fresno, California 93711

April 29, 2019

<Entity Name>
<First name> <Last name>, <Title> or Administrator
<Address>
<City>, <State> <ZIP>

Dear <Title>. <Last Name> or Administrator:

ATTENTION!

CalViva Health contact information for nonparticipating hospitals requesting authorization for post-stabilization services

Dear <Title>. <Last Name> or Administrator:

Pursuant to California Health and Safety Code sections 1262.8 and 1371.4, a nonparticipating hospital is required to obtain authorization for post-stabilization care from a health care service plan (such as CalViva Health – a health care service plan providing Medi-Cal managed care coverage in Fresno, Kings and Madera counties) once a CalViva Health enrollee is stabilized¹ after presenting with an emergency medical condition. Authorization is required for both outpatient and inpatient post-stabilization care.

The authorization requirement applies only to a hospital whose patient is an enrollee of CalViva Health. The request for authorization is required once the patient is stabilized following emergency treatment and the hospital seeks authorization for post-stabilization care, and the services of the hospital are not subject to a written *Provider Participation Agreement (PPA)* between the hospital and CalViva Health for the applicable enrollee's plan.

A request for authorization must be made via telephone to CalViva Health at **1-800-995-7890, option 2**. A hospital is required to provide CalViva Health with the treating physician and surgeon's diagnosis and any other relevant information reasonably necessary for CalViva Health to make a decision to authorize post-stabilization care or to assume management of the patient's care by prompt transfer.

CalViva Health may contest or deny claims for post-stabilization care following treatment in the emergency department or following an admission through a hospital's emergency department where CalViva Health does not have a record of the hospital's required telephone call requesting post-stabilization authorization or a record that CalViva Health provided the hospital with an express authorization for such services.

¹A patient is "stabilized" or "stabilization" has occurred when, in the opinion of the treating provider, the patient's medical condition is such that, within reasonable medical probability, no material deterioration of the patient's condition is likely to result from, or occur during, the release or transfer of the patient.

If a CalViva Health enrollee is under age 21, and services are related to a California Children's Services (CCS)-eligible condition, the hospital should call CalViva Health at **1-800-995-7890, option 2**, and immediately seek authorization from CCS by faxing a Service Authorization Request (SAR) with medical records to the local county CCS office. If your facility is not CCS-approved, the member must transfer to a CCS-approved facility. CalViva Health cooperates with hospitals that seek CCS authorization for treatment but does not provide authorization for services for which CCS is financially responsible.

Below is the 24-hour telephone number to notify CalViva Health once a patient who is enrolled in a CalViva Health Medi-Cal plan is stabilized and to initiate a request for authorization.

Sincerely,



Patrick Marabella, MD, MS
Chief Medical Officer
CalViva Health

-----SAVE AND POST THIS CONTACT INFORMATION-----

CalViva Health Post-Stabilization Contact Information

Please use the telephone number below to notify CalViva Health of stabilized CalViva Health enrollees and to request authorization for additional services. **Failure to contact CalViva Health may result in CalViva Health's contesting or denying claims.**

Notification contact telephone number for CalViva Health	
Health plan	Telephone number
CalViva Health*	1-800-995-7890, option 2

*If a CalViva Health enrollee is under age 21, and services are related to a California Children's Services (CCS)-eligible condition, the hospital should call CalViva Health and immediately seek authorization from CCS by faxing a Service Authorization Request (SAR) with medical records to the local county CCS office. If your facility is not CCS-approved, the Medi-Cal member must transfer to a CCS-approved facility. CalViva Health cooperates with hospitals that seek CCS authorization for treatment but does not provide authorization for services for which CCS is financially responsible.