

PROVIDER Update

REGULATORY

MAY 16, 2019

UPDATE 19-374

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Timely Response Needed: DHCS to Confirm Executed Contract

Ensure provider network is adequate to meet members' health care needs

Providers will receive an email or telephone call from the Department of Health Care Services (DHCS) to confirm the following:

- Provider type.
 - Primary care physician (PCP) or specialist
 - Hospitals
- The provider has a current executed contract with CalViva Health, Health Net* or participating physician group (PPG).
 - If no, will a contract be executed by July 1, 2019.

Contracting PPGs and providers must respond to DHCS' requests within seven calendar days.

Validation requirements

The contract validation is part of DHCS' annual network certification process. DHCS selects sample providers to contact based on the monthly provider network file CalViva Health submits to DHCS.

Providers may also be contacted by Health Net, on behalf of CalViva Health, to get accurate email addresses or telephone numbers for DHCS to confirm the providers' information as described above.

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

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