PROVIDER*Update* UPDATE 19-374

Confirm Executed Contract



MAY 16, 2019





THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

Physicians

- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569 www.healthnet.com

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

Ensure provider network is adequate to meet

Timely Response Needed: DHCS to

- Provider type.
 - Primary care physician (PCP) or specialist

members' health care needs

- 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 guestions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

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