

PROVIDER Update

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Health Net®

New Medi-Cal Providers Must Show Proof of DHCS Application

Complete the DHCS PAVE process to participate in Health Net's Medi-Cal network

The Department of Health Care Services (DHCS) requires that all Medi-Cal managed care network providers enroll in the Medi-Cal Program. Newly contracted providers may only participate in Health Net's* Medi-Cal network if any of the following conditions are met.

- Show active in the DHCS monthly enrollment files of Medi-Cal fee-for-service (FFS) providers,
- Complete a like process from another managed care plan (MCP) that meets the requirements under All Plan Letter (APL) 17-019, which shows proof of their enrollment, or
- Be under a Provisional Enrollment that will allow participation in Health Net's network for 120 days as long as the provider shows proof of their application with the DHCS through the Provider Application and Validation for Enrollment (PAVE) system portal.

Provisional enrollment

Newly contracted providers may participate in Health Net's network for up to 120 days pending the outcome of the DHCS screening and enrollment process. Providers must show proof they have applied with DHCS.

Proof of application means DHCS correspondence showing the provider's application was submitted and accepted. Proof of application can be one of the following:

- Screen shots from PAVE.
- Written correspondence from DHCS.

Proof of applications must contain the provider's National Provider Identifier (NPI), address and date the application was accepted. The applications can be sent along with provider profiles that providers regularly send to Health Net.

We monitor participating physician group (PPG) rosters sent to Health Net. Any changes during the provisional period must be communicated with Health Net to comply with DHCS and to update our records.

Failure to complete enrollment within the 120 days may result in the termination of that provider from Health Net's Medi-Cal network.

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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How to apply

Application status can be tracked through the PAVE portal. Contact PAVE technical support at 1-866-252-1949, Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time, except holidays.

Use these online resources:

- DHCS provider enrollment options can be located by provider type on the DHCS website at www.dhcs.ca.gov/provgovpart/Pages/Provider-Enrollment-Options.aspx.
- PAVE frequently asked questions (FAQs) – www.dhcs.ca.gov/provgovpart/Documents/PAVE_Project_for_Provider_Enrollment_Division/PAVE_FAQ.pdf.

Note: DHCS may take 180 days to review and approve non-PAVE enrollment applications.

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