

PROVIDER Update



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Contact the Right Source to Get Enteral Nutrition for Your Patient

Enteral products are covered for Medi-Cal members over age 21 when diagnoses support its use

Enteral nutrition products and supplies require prior authorization. Use the table below to send prior authorization requests to the right contact. Medical chart notes must be included for medical necessity review.

Provider type	Directions to submit prior authorization
Contracting with a participating physician group (PPG)	<ul style="list-style-type: none">• Contact your PPG.• Follow the PPG's prior authorization process.• Use the PPG's forms.
Fee-for-service (FFS)	<ul style="list-style-type: none">• Download a <i>Request for Prior Authorization</i> form from the Provider Library at provider.healthnet.com under <i>Forms</i>.• Fax forms to the Health Care Services Department at 1-800-743-1655.

Requests are reviewed based on standard time frames

Requests for enteral nutrition products are reviewed based on the member's medical condition. When all related information is received, decisions are made in a timely manner.

Request type	Time frame
Emergency	Immediate need – prior authorization is not required when a true emergency requires immediate treatment.
Urgent	72 hours
Non-emergent/routine	5 business days

If a decision is delayed beyond these time periods, the request for authorization is approved.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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

Reminder – Member benefits under age 21

Enteral nutrition products for members under age 21 may be covered by the medical plan under the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) program. However, if the member has a medical condition that qualifies for coverage under the California Children's Services (CCS) program, then CCS approval should be obtained for medically necessary enteral nutrition.

Additional information

More information about enteral nutrition coverage for Medi-Cal members is available in the provider operations manual under *Benefits > Enteral Nutrition*.

Relevant sections of the provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on the provider website at provider.healthnet.com.

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.