

PROVIDER Update



Health Net®

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Send Medical Records If Requested for Emergency Claims to Avoid Delays

Policy and enhanced claims review process for emergency department claims are effective as of July 1, 2019

You can avoid claims processing delays by sending medical records for emergency department (ED) facility and professional claims when Health Net* requests them.

Reimbursement review policy

Health Net is implementing a policy that outlines an enhanced claims review process for ED facility and professional claims, pending regulatory approval. Refer to the information on page 2 of this update to learn about the policy.

View the policy in four steps or less

If you are serving members enrolled in...	Go to...
<ul style="list-style-type: none"> Individual Medicare Advantage (MA) Individual Family Plan (IFP) 	<ol style="list-style-type: none"> provider.healthnetcalifornia.com Select product type On the Home screen, under Welcome, select <i>Resources > Contractual > Go to the Provider Library</i> Once in the Provider Library, go to <i>Operations Manuals > Claims Coding Policies > Payment Integrity Policies</i>
<ul style="list-style-type: none"> Employer group HMO, Point of Service (POS), HSP, PPO, and EPO MA employer group Medi-Cal 	<ol style="list-style-type: none"> provider.healthnet.com Select <i>Working with Health Net > Contractual > Policy Library > Go to the Provider Library</i> Once in the Provider Library, go to <i>Operations Manuals > Claims Coding Policies > Payment Integrity Policies</i>

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

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Policy chart

The following chart lists the policy number, policy name, a description of the policy, and applicable lines of business.

Policy number	Policy name	Description of policy	Line of business
HNCA.PP.053	Leveling of Emergency Room Services	<p>This policy outlines enhancement of the claims review process for emergency department (ED) facility and professional claims.</p> <p>When a claim is submitted for payment with a Level 4 (99284) or Level 5 (99285) evaluation/management (E/M) service in conjunction with a primary diagnosis generally associated with a low level of complexity or severity, the provider may receive a written notice that Health Net will require additional information to determine reimbursement.</p> <p>When the provider submits medical records to support its ED coding, the records will be reviewed and the claim will be paid at the level of service that is documented. The provider will receive notice and rationale if payment is made for a code(s) other than that which was/were billed.</p>	Commercial,* Medicare, Medi-Cal, Cal MediConnect

*Commercial includes HMO, POS, HSP, PPO, EPO, and products offered through Covered California.

Additional information

Relevant sections of Health Net's 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 Health Net's provider website as listed in the table below.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
EnhancedCare PPO (SBG)	1-844-463-8188	provider.healthnet.com	
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com	
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	
Medicare (individual)	1-800-929-9224	provider.healthnetcalifornia.com	
Medicare (employer group)	1-800-929-9224	provider.healthnet.com	
Medi-cal	1-800-675-6110	provider.healthnet.com	N/A