

PROVIDER Update



Health Net®

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Capitated Encounter Data Submission Webinar

Register for training to get comprehensive information about data submission and reporting

Health Net* is presenting *Health Net Encounters* webinars. This training is designed to meet the training needs of physicians and staff members. The course will help you improve the quality of care and services to members by sending Health Net the needed encounter data.

Registration

Providers are encouraged to attend one of the following webinar sessions. Please register online via www.bit.ly/HNEncounters.

Course name	Dates	Time
Encounter Data webinars	Wednesday, July 10, 2019	1:00 p.m. Pacific time
	Wednesday, July 17, 2019	9:00 a.m. Pacific time
	Tuesday, July 23, 2019	2:00 p.m. Pacific time

Complete, timely and correct encounter data are critical

- Encounter data are records of the health care services for which managed care organizations (MCOs) pay. The inbound capitated encounter data identifies the services Health Net members have received and underlines the services our members have not received.
- To understand where the gaps are can help us identify and make changes that could improve your performance measures. Performance measures include, but not limited to, the Healthcare Effectiveness Data and Information Set (HEDIS®), the Screening, Triage, Assessment and Referral (STAR), quality and risk-adjustment, and customer experience.
- Complete, correct and timely encounter data are needed to analyze costs, usage, and trends. The data also help assess benefits and quality of services provided to our members.
- Encounter data are also used in many of our incentive programs and to figure extra payouts for state initiatives.

Additional information

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

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

Health Net Employer Group HMO, POS & HSP

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO & PureCare HSP

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

healthnet.com

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