

PROVIDER Update



NEWS & ANNOUNCEMENTS

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UPDATE 19-739

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Feedback Needed – 2019 Provider Satisfaction Survey

Take a few minutes and let us know how we can provide better service to you as a health plan

Starting mid-September, randomly selected providers will receive the annual Provider Satisfaction Survey. SPH Analytics, an independent research firm, will conduct the survey. If you receive this survey, please take a few minutes to complete and respond via mail, online or telephone.

Survey responses help Health Net* and CalViva Health measure their success in providing services for providers. The results of the survey also help direct administrative and operational changes to the plans, and assist Health Net and CalViva Health in identifying strengths as well as areas for improvement.

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 this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

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