

PROVIDER Update



Health Net®

REGULATORY | NOVEMBER 5, 2019 | UPDATE 19-838 | 2 PAGES

HEDIS® Annual Medical Records Collection Begins December 1, 2019

Use Datafied™ to collect requested data at no cost

Health Net* is included in the efforts to collect data for the Healthcare Effectiveness Data and Information Set (HEDIS®) 2020 Clinical Effectiveness of Care measures. HEDIS is a standard set of nationally reported measures used to assess the quality of care given to members.

Randomly selected participating providers will be contacted for medical records starting December 1, 2019, to May 8, 2020. Based on a provision in their contract, participating providers must submit member data when requested for health care operations and quality review.

Datafied simplifies record collection

Datafied has been contracted to retrieve the requested medical records. They can also help copy records for high-volume provider sites. If a provider office chooses to use a different copy service vendor, it is at their own expense.

Your contact information will be confirmed by telephone before the HEDIS packet is sent. A list of members with the specific data needed will be in the packet.

Send records within five days

When contacted, providers are responsible for ensuring the records are released within five days.

- If unable to do so, contact Datafied with a time frame when they will be sent. Contact information is included in the packet.
- If records are not available, or the member was not your established patient during the requested time frame –
 - Complete a Certificate of No Record (CNR) included in the packet. Return the CNR to Datafied or
 - Contact Datafied right away so the request can be redirected.
- Datafied will continue to follow up with your office for requests that are not resolved.

Privacy notice

Datafied maintains the confidentiality of your patients' protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act of 1996

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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(HIPAA) privacy regulations.¹ Records are only accessed by authorized persons to comply with these safeguards.²

Contact the HEDIS team

If you have specific concerns or questions related to the requested medical records or how or where to send the data, contact the Health Net HEDIS team at:

Phone	1-800-640-3545	<ul style="list-style-type: none">• The phone number is for incoming messages only.• Calls will be returned within one business day.
Email	HEDIS@healthnet.com	<ul style="list-style-type: none">• The email address is not secured.• Do not submit protected health information (PHI) data to this address.

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 on page 1.

¹Title 45 Code of Federal Regulations (CFR) §164.506 indicates that the routine authorization form you obtain from your patient is sufficient for disclosures to carry out health care operations. 45 CFR §164.501 defines health care operations to include quality assessment and improvement activities. Datafied follows HIPAA regulations and has procedures to protect the privacy of health information received.

²Providing medical records to Datafied follows all federal and state regulations to safeguard PHI and confidentiality.