

PROVIDER Update



Health Net®
COMMUNITY SOLUTIONS

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New Requirements for Individual Care Plan per Three-Way Contract

If delegated to do so, PPGs must provide copies to Cal MediConnect enrollees and make alternative formats available

As of September 1, 2019, per section 2.5.2.9.1 of the contract between the Centers for Medicare & Medicaid Services (CMS) in partnership with the California Department of Health Care Services (DHCS) and Health Net Community Solutions, Inc. (three-way contract), enrollees or their authorized representative must have the opportunity to review and sign the Individual Care Plan (ICP) and any of its amendments.

In addition, Health Net* or the participating physician group (PPG), when delegated to do so, must provide enrollees with copies of the ICP and any of its amendments. The ICP must be made available in alternative formats and in an enrollee's preferred written or spoken language.

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 at provider.healthnet.com.

Providers are encouraged to access Health Net's 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 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
CAL MEDICONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

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