

PROVIDER Update



NEWS & ANNOUNCEMENTS

DECEMBER 4, 2019

UPDATE 19-934

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Submit Additional Claims Info to PPG When PPG Is Financially Responsible

Avoid delays by correctly routing requested info

As a reminder, if a member is associated with a delegated participating provider group (PPG) and the PPG is responsible for claims payment, submit additional documentation (such as medical records) to the PPG, not to the health plan, when such information is requested by the PPG for their delegated claims processing.

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