

PROVIDER Update



Health Net®

REGULATORY | DECEMBER 9, 2019 | UPDATE 19-966 | 1 PAGE

Include Your Correct NPI on Capitated Encounter Submissions to Avoid Claim Delays

Health Net will validate provider NPIs for encounter data submissions

Effective December 23, 2019, per the requirement of the Centers for Medicare & Medicaid Services (CMS), Health Net* will begin validating submitted billing provider National Provider Identifiers (NPIs) against the National Plan and Provider Enumeration System (NPPES) database for all dates of service. If the billing NPI is not found or is inactive, capitated encounter claims will be rejected.

Capitated encounter claims rejected will receive a new edit with the reason for rejection. The edit will read, "NPPES BILLING PRV NPI IS MISSING OR INACTIVE."

Impacted claim types

This new process will apply to professional and institutional Medicare Advantage capitated encounter claims for all dates of service.

NPI exclusions

The following three default NPIs will be excluded from the validation process:

Claim type	NPI
Professional	1999999984
Institutional	1999999976
Durable medical equipment (DME)	1999999992

For questions or information regarding the new edit, please contact the Encounter group via email at enc_group@healthnet.com.

Additional information

If you have questions regarding the information contained in this update, please 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

Medicare (individual)

1-800-929-9224
provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

* Health Net of California, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments. OTH036925EH00 (12/19)