

# PROVIDER Update



Health Net®

REGULATORY | JANUARY 15, 2021 | UPDATE 21-012sum | 2 PAGES

## Summary Update: Reminder – Verify Eligibility for On-Exchange IFP Members in a Premium Grace Period to Avoid Claims Payment Issues

Providers must verify benefits, eligibility and cost shares each time a member is scheduled to receive services

As a reminder, Health Net\* suspends qualified members' eligibility during months two and three of the three-month federal premium delinquency grace period if members are delinquent on premium payments.

Comprehensive information about the following is available in the complete update, 21-012, *Reminder: Verify Eligibility for On-Exchange IFP Members in a Premium Grace Period to Avoid Claims Payment Issues*, including:

- Premium grace period for members receiving premium assistance [federal Advance Premium Tax Credits (APTCs)] and/or California premium subsidies.
- How to bill covered services for members in suspended status during months two and three.
- How to verify eligibility for Individual and Family Plan (IFP) members.

A copy of the complete update is available on the Health Net provider website at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) in the Provider Library under *Updates and Letters > 2021*; search for provider update 21-012.

### Be aware of the premium grace period for members receiving federal APTCs and/or California premium subsidies

Provisions of the Affordable Care Act and California law (effective January 1, 2020) require that Health Net allow members receiving federal APTCs and/or California premium subsidies a three-month grace period to pay premiums before coverage is terminated.

### How to verify eligibility for IFP members

Providers are responsible for verifying benefits, eligibility and cost shares each time a member is scheduled to receive services. Presentation of a member identification (ID) card is not a guarantee of eligibility. Providers must always verify eligibility on the same day services are required. Providers can verify member eligibility on the provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com).

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](mailto:provider_services@healthnet.com)

EnhancedCare PPO (IFP)

1-844-463-8188

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

IFP – CommunityCare HMO, PPO,

PureCare HSP, PureCare One EPO

1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

PROVIDER COMMUNICATIONS



[provider.communications@](mailto:provider.communications@healthnet.com)

[healthnet.com](http://healthnet.com)

When verifying member eligibility on the Health Net provider portal, you must first select the appropriate product for each individual member or the member information will not be found. You must select the commercial product for commercial members (such as IFP members). If you do not select the appropriate product type for the specific member, the eligibility status will not display. Follow the simple steps shown in the step-action table below.

Step	Action
<b>Step 1</b>	Log in to the provider portal at <b>provider.healthnetcalifornia.com</b> . Select product type (use the drop-down menu on top of the screen to choose <i>Health Net Commercial – CA</i> for IFP members), then select <i>Go</i> .
<b>Step 2</b>	Select the <i>Eligibility</i> tab or use Quick Eligibility Check on the main page.
<b>Step 3</b>	Enter the date of service only if it is other than today's date (disregard this step if using Quick Eligibility Check).
<b>Step 4</b>	Enter the complete member ID number as displayed on the member ID card or last name as displayed on the member ID card, and date of birth (DOB) in the applicable boxes for the specific member you are verifying. Points to be aware of on the member ID card: <ul style="list-style-type: none"> <li>• Include the "R" ID number; use only the letter and numbers listed (R12345678) and do not use MM1 or FS1.</li> <li>• Include the full "U" ID number, as displayed with the first letter and all numbers listed (such as U1234567801 or U1234567802 as listed on the card).</li> <li>• If searching by last name, include the suffix, such as Jr., as listed on the member's ID card. Please remember to also include the DOB, since this is a required field, if searching by last name.</li> <li>• Make sure to confirm with the member that you are using the current 2021 member ID number.</li> </ul>
<b>Step 5</b>	Select <i>Check Eligibility</i> . If the complete member ID and DOB were entered and this does not provide eligibility status for the specific member you are verifying, try using the last name and DOB instead.

If the member status is not found on the Health Net provider portal at provider.healthnetcalifornia.com, then confirm that the member has an IFP plan. If the member has an employer group or small business group commercial plan, then verify member eligibility through the Health Net provider portal at provider.healthnet.com. Below is an image that shows how eligibility status displays on the secure provider portal as eligible, ineligible, delinquent, or suspended:

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	Member is <b>eligible</b> for services performed on this date of service.
	07/21/2016	JOHN DOE	07/21/2016	
ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	Member is <b>not eligible</b> for services performed on this date of service.
 Ineligible	07/21/2016	JOHN DOE	07/21/2016	
ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	Member's premium payment is in <b>delinquent status</b> . Claims will be processed.
 Delinquent	07/21/2017	JOHN DOE	07/21/2017	
ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	Member's eligibility is suspended due to nonpayment. <b>Claims will be contested</b> .
 Suspended	07/21/2016	JOHN DOE	07/21/2016	