

PROVIDER Update



NEWS & ANNOUNCEMENTS

DECEMBER 30, 2021

UPDATE 21-886m

4 PAGES

Prop 56 Programs Continue for State Fiscal Year 2022

Learn more about remittance advice updates, reconciliation steps and the encounter dispute process

Providers who are contracted directly with Health Net* receive supplemental directed payments based on claim submissions. For providers who are contracted through a participating physician group (PPG), capitated encounters are received and accepted daily for services that started July 1, 2017, through dates specified by DHCS for each Prop 56 program.¹ Supplemental directed payments are issued to eligible providers who report qualifying services according to DHCS guidelines.²

Payment information

The following is an overview for eligible providers submitting encounters for qualifying services.

- Payments are issued:
 - Within 90 calendar days from the date of receipt for an accepted encounter.
 - Primarily to the rendering provider for capitated encounters, but some payments may be issued to the billing provider who then issues payment to the rendering provider.
 - Based on how the billing provider is currently set up to receive claims payments from Health Net.
- Payments take about two weeks to process and send out from the date of receipt for an accepted encounter.

How to get an RA after payment

A remittance advice (RA) is distributed with the payment by paper check or electronically, however the provider receives their payments.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com
800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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See the attached example of an RA.

If you do not receive an RA with your payment, send an email to HN_Provider_Relations@healthnet.com with the email subject line "Prop 56 RA Request." You **must** include the following information:

- Check number.
- Check date.
- Check amount.
- Payee name on the check.
- Individual taxpayer identification number (TIN).
- National Provider Identifier (NPI) – If two NPIs are used (individual and group), include both NPIs.
- Your return email address. (Note: We do not do outbound phone calls or faxes.)

When all the required information is received, the Provider Engagement team will send out the completed Prop 56 or GEMT RA in a secure email.

Supplemental payments for capitated encounters and claims

Provider inquiries – about missing payments, you can submit an inquiry that includes the information found under the appropriate column:

Capitated encounters (claims submitted through a PPG)	Direct network claims (claims submitted directly to Health Net)
<ul style="list-style-type: none">• Impacted TIN(s) and NPI(s).• Member level detail via Excel Spreadsheet including:<ul style="list-style-type: none">- Patient name.- Date of birth.- Client identification number (CIN ID).- Date of service.- CPTs submitted along with any modifiers.- Patient control number(s)/PPG claim number(s).	<ul style="list-style-type: none">• Impacted TIN(s) and NPI(s).• Member level detail via Excel Spreadsheet including:<ul style="list-style-type: none">- Patient name.- Date of birth.- Client identification number (CIN ID).- Date of service.- CPTs submitted along with any modifiers.- Patient control number(s).- Claim number(s).
Email: HNCA_DirectPay@healthnet.com	Email: HN_Provider_Relations@healthnet.com

Provider disputes – If you have already submitted an inquiry and disagree with the outcome, you can submit a formal dispute. Include the minimum information required found under the appropriate column:

Capitated encounters (claims submitted through a PPG)	Direct network claims (claims submitted directly to Health Net)
<ul style="list-style-type: none"> • Impacted TIN(s) and NPI(s). • Member level detail on an Excel spreadsheet, including: <ul style="list-style-type: none"> - Patient name. - Date of birth. - CIN ID. - Date of service. - CPTs submitted along with any modifiers. - Patient control number(s)/PPG claim number(s). 	<ul style="list-style-type: none"> • Impacted TIN(s) and NPI(s). • Member level detail on an Excel spreadsheet, including: <ul style="list-style-type: none"> - Patient name. - Date of birth. - CIN ID. - Date of service. - CPTs submitted along with any modifiers. - Patient control number(s). - Claim number(s).
Email: HNCA_EncDisputes@healthnet.com	Email: HN_Provider_Relations@healthnet.com

Resources for Prop 56 programs

For additional information, visit DHCS at the following websites:

- Prop 56 Physicians – www.dhcs.ca.gov/dpp56-bp-physicians.
- Prop 56 HYDE – www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2019/APL19-013.pdf
- Prop 56 Developmental Screenings – www.dhcs.ca.gov/provgovpart/Prop-56/Pages/Prop56-Screenings-Developmental.aspx
- Prop 56 Family Planning Services – www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-013.pdf
- Prop 56 Value Based Payment Program – www.dhcs.ca.gov/dpp56-vbp
- Prop 56 Adverse Childhood Experiences – www.dhcs.ca.gov/services-pages-dp-adverse-childhood-experiences
- GEMT – www.dhcs.ca.gov/provgovpart/Pages/GEMT.aspx

Questions?

For all other questions about your capitated encounter supplemental payments, please reach out to your current provider relations representative or submit an email to HN_Provider_Relations@healthnet.com.

¹ The Department of Health Care Services (DHCS) implemented Directed Payments programs funded by the California Healthcare, Research and Prevention Tobacco Tax Act of 2016 (Proposition 56) and established the Ground Emergency Medication Transportation (GEMT) Quality Assurance Fee (QAF) program.

² Go to www.dhcs.ca.gov/dpp56-bp-physicians for information about each Prop 56 program and rates.



Health Net

Attention: Finance 4191 E. Commerce Way, Bldg A, 4th Floor
Sacramento, CA 95834

ELECTRONIC SERVICE REQUESTED

00 141 102491 514154612 92653 3659



Updated to add patient's date of birth

Process Date Nov 15, 2021
Remittance No
Payee No
SVC Provider
SVC Provider No

REMITTANCE ADVICE

Patient Name
CIN
Date of Birth

Your Acct #
Encounter #
Rendering Provider NPI#
Rendering Provider Name
Receipt Date

Questions? Contact us at: HNCA_DirectPay@healthnet.com

Svc Dates - From/Thru	CPT/Rev	Modifier		Benefit Payable (\$)
		1	2	
04/05/21	99203	25		43.00
Total				43.00

Amount paid

Updated to add Rendering Provider NPI and Name

Description of Prop 56 Program payments were made under

Member Plan Code B6D

- Prop 56 Physician Services supplemental payment

Providers will receive this version of the RA, for Prop 56 supplemental payments, regardless of whether they are part of a PPG/IPA or have a direct network contract with the Health Plan.

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