

PROVIDER Update



NEWS & ANNOUNCEMENTS

OCTOBER 21, 2022

UPDATE 22-861m

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HEDIS® Annual Medical Records Collection Begins December 1, 2022

Use Datafied™ to collect requested data at no cost

Health Net* is collecting data for the Healthcare Effectiveness Data and Information Set (HEDIS) Measurement Year 2022 Clinical Effectiveness of Care measures. HEDIS is a standard set of nationally reported measures used to assess the quality of care given to members.

Physicians and participating physician groups (PPGs) will be randomly contacted for medical records from December 1, 2022, to May 5, 2023. Based on a provision in their contract, physicians and PPGs must submit member data when requested for health care operations and quality review.

Datafied simplifies record collection

Datafied has been contracted to retrieve the requested medical records. They can also help copy records for high-volume provider sites. If a physician or PPG chooses to use a different copy service vendor, it is at their own expense.

Your contact information will be confirmed by telephone before the HEDIS packet is sent. The packet will include a list of members and specific data needed.

Send records within seven days

When contacted, you must ensure the records are released within seven days.

- If unable to do so, contact Datafied at **714-666-0951** with a time frame when they will be sent. Contact information is included in the packet.
- If records are not available, or the member was not your established patient during the requested time frame, physicians and PPGs must:
 - Confirm that they do not see the patient(s) at other locations. If they do, the physician or PPG must indicate this on the Certificate of No Record (CNR) or let the Datafied contact know.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter EPO
 - Ambetter HSP
- Employer Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Medicare Advantage (HMO/PPO) (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

Ambetter from Health Net IFP
EnhancedCare PPO – 844-463-8188
Health Net Employer Group HMO, POS, HSP, PPO, & EPO – 800-641-7761
Ambetter from Health Net IFP
CommunityCare HMO, PPO, PureCare HSP, & PureCare One EPO – 888-926-2164
Medicare (individual & employer group) (Wellcare By Health Net) – 800-929-9224
Cal MediConnect
Los Angeles County – 855-464-3571
San Diego County – 855-464-3572
Medi-Cal (including CS and ECM providers)
– 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Discover Helpful Tools to Support Your Office

Go to the Provider Library at providerlibrary.healthnetcalifornia.com to quickly access information to help you in your everyday interactions with our Plan. The library includes:

- Provider manuals
- Forms and References
- Education, Training and Other Materials
- Updates and letters
- Contacts
- Health Equity, Cultural and Linguistics Resources

- Complete the CNR included in the packet. Return the CNR to Datafied, or
- Contact Datafied at **714-666-0951** right away so the request can be redirected.
- Datafied will follow up with your office for requests that are not resolved.

Precautions during COVID–19:

Option for physicians and PPGs with Electronic Medical Records (EMR)

- To reduce the number of vendors’ face-to-face time in your office, please contact Datafied to set up remote off-site retrieval prior to December 1, 2022. To learn more about this secure, contactless option, please reach out directly to Datafied at **714-666-0951**.

Privacy notice

Datafied maintains the confidentiality of your patients’ protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy regulations.¹ Records are only accessed by authorized persons to comply with these safeguards.²

Contact the HEDIS team

If you have specific concerns or questions related to the requested medical records or how or where to send the data, contact the Health Net HEDIS team at:

Phone	800-640-3545	<ul style="list-style-type: none"> • The phone number is for incoming messages only. • Calls will be returned within one business day.
Email	HEDIS@healthnet.com	<ul style="list-style-type: none"> • The email address is not secured. • Do not submit protected health information (PHI) data to this address.

Additional information

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 phone or through the Health Net provider website as listed in the right-hand column on page 1.

¹ Title 45 Code of Federal Regulations (CFR) §164.506 indicates that the routine authorization form you obtain from your patient is sufficient for disclosures to carry out health care operations. 45 CFR §164.501 defines health care operations to include quality assessment and improvement activities. Datafied follows HIPAA regulations and has procedures to protect the privacy of health information received.

² Providing medical records to Datafied follows all federal and state regulations to safeguard PHI and confidentiality.