

PROVIDERUpdate



CONTRACTUAL | OCTOBER 20, 2023 | UPDATE 23-1210 | 3 PAGES

Upcoming Provider Portal Changes Effective January 1, 2024

Prepare for how these changes affect your business interaction with us

Starting January 1, 2024, California Health & Wellness Plan (CHWP) members in Amador, Calaveras, Inyo, Mono, and Tuolumne counties will transition to Health Net Community Solutions, Inc., (Health Net*) while members in Imperial County will transition to Community Health Plan of Imperial Valley (CHPIV). These transitions will result in provider portal changes that will impact your work with Health Net.

To ensure a smooth transition, we have provided a summary of these changes below to help you do business with us as of January 1, 2024.

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:

- Medi-Cal
 - Amador
 - Calaveras
 - Imperial
- Inyo
- Mono
- Tuolumne

FOR MORE INFORMATION:

Medi-Cal Provider Services Center
800-675-6110

Operational changes starting January 1, 2024

Topic	Prior to January 1, 2024	As of January 1, 2024
Prior authorization requirements and submissions	Code Check: cahealthwellness.com > <i>For Providers</i> > <i>Pre-Auth Check</i> Authorization List: https://www.cahealthwellness.com/providers/resources/prior-authorization.html Submission: https://provider.cahealthwellness.com/	1. Prior Authorization Requirements at https://providerlibrary.healthnetcalifornia.com/medi-cal/prior-authorization-requirements---medi-cal.htm 2. Provider operations manual at providerlibrary.healthnetcalifornia.com > <i>Medi-Cal</i> > <i>Prior Authorization</i> section. 3. Contact the Health Net Medi-Cal Provider Services Center at 800-675-6110.
Claims submission online	https://provider.cahealthwellness.com/	Submit claims to: Health Net Community Solutions, Inc. Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020 Payer ID: 95567 More information: healthnet.com/content/healthnet/en_us/providers/claims.html

*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries 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 phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.

Topic	Prior to January 1, 2024	As of January 1, 2024
Patient list	https://provider.cahealthwellness.com/	This tool is not available on the Health Net Medi-Cal provider portal.

Don't forget to register on [provider.healthnetcalifornia.com!](https://provider.healthnetcalifornia.com/)

If you're not already a Health Net provider and don't have an account on the website, you must register in order to access member information. Registration is simple:

1. Go to provider.healthnetcalifornia.com.
2. Select *Create New Account*.
3. Follow the prompts until registration is complete.

Register for an upcoming Webinar to learn more

Topics covered include:

- An overview of the 2024 transition
- Provider responsibilities
- Claims – submission, processing, and payment
- Utilization management
- CalAIM
- Web portal and provider resources
- Member value-added services

To secure your spot, follow these simple steps:

- 1 Select the URL below.
- 2 Complete the required registration information.
- 3 Add the webinar to your calendar.

County	Date	Time	URL
Amador Calaveras, Inyo Mono Tuolumne	Thursday November 16, 2023	Noon (12 p.m.) to 1:30 p.m. Pacific time	rebrand.ly/ig37b4p-CHWExiting-11172023
Imperial	Friday November 17, 2023	Noon (12 p.m.) to 1:30 p.m. Pacific time	rebrand.ly/3p4jvny-CHIPV-11162023

Additional information

For additional operational changes that might impact you, refer to the following provider updates distributed September 15, 2023. For all other questions, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110.

County	Provider update number and name	Communication website	QR code
Imperial	23-1041 – Attention: Important Notice About Your Contract with California Health & Wellness Plan in Imperial County	https://www.cahealthwellness.com/newsroom/23-1041-Attention-Important-Notice-About-Your-Contract-with-California-Health-Wellness-Plan-in-Imperial-County.html	
Amador, Calaveras, Inyo, Mono and Tuolumne	23-1042 – Attention: Important Notice About Your Contract with California Health & Wellness Plan	https://www.cahealthwellness.com/newsroom/23-1042-Attention-Important-Notice-About-Your-Contract-with-California-Health-Wellness-Plan.html	