

PROVIDER Update



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Stay Compliant with Electronic Notification Requirements

Use a qualified health information organization (QHIO) to send electronic notifications for admissions, discharges, and transfers

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).

In accordance with your *Provider Participating Agreement (PPA)* and federal regulation 42 CFR 482.24 section (d), hospitals and facilities must ensure compliance and prompt electronic notification of patient admissions, discharges, and transfers.

Following 42 CFR 482.24 section (d)

42 CFR 482.24 section (d) states:

"If the hospital utilizes an electronic medical records system or other electronic administrative system, which is conformant with the content exchange standard at 45 CFR 170.205(d)(2), then the hospital must demonstrate that:

- 1 The system's notification capacity is fully operational, and the hospital uses it in accordance with all state and federal statutes and regulations applicable to the hospital's exchange of patient health information.
- 2 The system sends notifications that must include at least patient name, treating practitioner name, and sending institution name.
- 3 To the extent permissible under applicable federal and state law and regulations, and not inconsistent with the patient's expressed privacy preferences, the system sends notifications directly, or through an intermediary that facilitates exchange of health information, at the time of:
 - (i) The patient's registration in the hospital's emergency department (if applicable).
 - (ii) The patient's admission to the hospital's inpatient services (if applicable).

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Hospitals

LINES OF BUSINESS:

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

PROVIDER SERVICES

Medi-Cal (including CS and ECM providers)
— 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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- 4 To the extent permissible under applicable federal and state law and regulations and not inconsistent with the patient's expressed privacy preferences, the system sends notifications directly, or through an intermediary that facilitates exchange of health information, either immediately prior to, or at the time of:
 - (i) The patient's discharge or transfer from the hospital's emergency department (if applicable).
 - (ii) The patient's discharge or transfer from the hospital's inpatient services (if applicable).
- 5 The hospital has made a reasonable effort to ensure that the system sends the notifications to all applicable post-acute care services providers and suppliers, as well as to any of the following practitioners and entities, which need to receive notification of the patient's status for treatment, care coordination, or quality improvement purposes:
 - (i) The patient's established primary care practitioner;
 - (ii) The patient's established primary care practice group or entity; or
 - (iii) Other practitioner, or other practice group or entity, identified by the patient as the practitioner, or practice group or entity, primarily responsible for his or her care."

Secure electronic data exchange

The following organizations have been designated as qualified health information organizations (QHIOs) and are available to assist you with Data Exchange Framework (DxF) requirements:






Preferred QHIOs

We are currently partnered with the following QHIOs:

QHIO	Website	QR code
Los Angeles Network for Enhanced Services (LANES)	lanesla.org/	
Manifest MedEx	manifestmedex.org/	
SacValley MedShare	sacvalleyms.org/	
San Diego Health Connect	sdhealthconnect.org/	

Other QHIOs

You can also reach out to the following QHIOs for assistance:

QHIO	Website	QR code
Applied Research Works, Inc.	drupal.org/applied-research-works-inc	
Health Gorilla, Inc.	healthgorilla.com/	
Long Health, Inc.	longhealth.io/	
Orange County Partners in Health-Health Information Exchange (OPH-HIE)	ochealthinfo.com/ems/oc-meds/hie	
Serving Communities Health Information Organization (SCHIO)	schio.org/	

Additional information

For additional information on 42 CFR 482.24 refer to <https://bit.ly/418D7yz>.

For additional information on QHIOs refer to <https://bit.ly/3RnrXCE>.

For all other questions, contact Health Net Medi-Cal Provider Services Center at 800-675-6110.