

PROVIDER Update



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Get Paid Faster: Send Medical Record Documentation if Requested for New Claims Review Policy for Medicare Claims

Claims prepayment review policy will confirm documentation supports billed charges

Wellcare By Health Net (Health Net*) will begin performing additional prepayment claim reviews on July 1, 2023, using Optum's Comprehensive Payment Integrity tool. As a result of these prepayment claim reviews, you may receive a request for medical records and billing documents that support the charges billed. Health Net is committed to continuously improving its overall payment integrity solutions to prevent overpayments due to waste or abuse.

Prepayment reviews may require medical records

Health Net uses widely acknowledged national guidelines for billing practices and supports the concept of uniform billing for all payers. These prepayment claim reviews will look for overutilization of services or other practices that directly or indirectly result in unnecessary costs. A provider's order must be present in the medical record to support all charges, along with clinical documentation to support the diagnosis and services or supplies billed.

Physicians and other providers will receive detailed instructions about how to submit the requested documentation. Physicians and other providers who do not submit the requested documentation may receive a technical denial, which will result in the claim being denied until the information required to adjudicate the claim is received.

If it is determined that a coding and/or payment adjustment is applicable, the physician or other provider will receive the appropriate claim adjudication. Physicians and other providers retain their right to dispute results of reviews.

View payment policies simply

Use one of the two options below to view policies in the Provider Library.

Option 1 – Log in on the provider portal

- 1 Log in at provider.healthnetcalifornia.com.
- 2 Select *Provider Library* under Quick Links.

THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)

PROVIDER SERVICES

provider_services@healthnet.com

**Medicare (individual & employer group)
(Wellcare By Health Net) – 800-929-9224**

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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- 3 Once in the Provider Library, select a line of business, then go to *Provider Manual > Claims Coding Policies* and select *Payment Integrity Policies* for the respective policy.

Option 2 – Go directly to the Provider Library

- 1 Go to providerlibrary.healthnetcalifornia.com.
- 2 Once in the Provider Library, select a line of business, then go to *Provider Manual > Claims Coding Policies* and select *Payment Integrity Policies* for the respective policy.

Policy chart

The chart below lists the policy number, policy name, a description of the policy, applicable types of providers and lines of business.

Policy number	Policy name	Description of policy	Providers	Lines of business
CC.PP.074	Optum Comprehensive Payment Integrity (CPI)	Optum CPI ensures that claims process and pay accurately. This may result in a claim denial with a request for medical records from the provider or supplier who submitted the claim to support the services submitted on the claim. After medical records are reviewed, the claim is processed to pay if the documentation supports the claim as billed.	Physicians, participating physician groups, hospitals and ancillary providers	Medicare

Additional information

Relevant sections of Health Net’s provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library on Health Net’s provider portal at provider.healthnetcalifornia.com > *Provider Library* under Quick Links, or go directly to providerlibrary.healthnetcalifornia.com.

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, by telephone or through the Health Net provider portal as listed in the right-hand column on page 1.