

# PROVIDER Update



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## Follow the Prior Authorization Requirements to Submit Palliative Care Requests

### Confirm diagnosis for advanced acute illness to receive palliative care

Palliative care is available to eligible members at any age while they receive covered benefits and services if they meet all the criteria. This is for outpatient, home care services.

To view the complete list of criteria, please go to the [Provider Library](#). Select the line of business you need. Under Provider Manual, select *Benefits > Hospice and Palliative Care > Palliative Care*.

### Submit a Care Management Referral Form with medical records

Once the need for palliative care has been determined, you must fill out a Care Management Referral Form. Submit the request with the member's medical records that relate to the advanced acute illness.

Response time to requests:

Type of Request	Time
Standard	5 business days
Urgent	3 business days

### Access the form online

The [Care Management Referral Form](#) can be filled out online and emailed or faxed with the medical records. Or print the form, fill it out and send the information. The form is found in the Provider Library under *Forms and References*.

### Include diagnosis, procedure code and units

There is required information that must be included on the request for the prior authorization to process correctly. Please include the following:

#### THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter PPO
- Employer/Group
  - HMO/POS
  - PPO
- Wellcare By Health Net
  - Medicare Advantage (HMO)
  - Medicare Advantage (PPO)

#### PROVIDER SERVICES

provider\_services@healthnet.com

**Ambetter from Health Net IFP**

**Ambetter PPO** – 844-463-8188

**Ambetter HMO** – 888-926-2164

**Health Net Employer Group HMO, POS,**

**& PPO** – 800-641-7761

**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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Description	Code/Units
Diagnosis code	Z51.5
Procedure code	S0311
Units	6 (equals 6 months)

### Choose a contracted provider

A list of contracted providers for hospice care titled [Palliative Care Contracted Providers](#) is available in the Provider Library under *Forms and References*. You must select a provider from the list and add it to the Care Management Referral Form under the section to check any of the listed referral reasons that apply to the member before submitting the form.

#### Example:

Please check if any of the following referral reasons apply to the member:

-   Member needs assistance with palliative care: [Add palliative care contracted provider name here.](#)
- Concerned about high emergency room utilization or frequent hospitalizations.

### Email or fax form and medical records

After completing the form and adding the related medical records, email or fax the information to:

- Commercial (HMO, POS, PPO): [Case.Management.Referrals@healthnet.com](mailto:Case.Management.Referrals@healthnet.com); fax to 800-745-6955.
- Wellcare By Health Net: [Medicare\\_CM@healthnet.com](mailto:Medicare_CM@healthnet.com); fax to 866-290-5957.

The email addresses and fax numbers can be found at the top of the Care Management Referral Form.

### 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](http://provider.healthnetcalifornia.com) > *Provider Library* under Quick Links, or go directly to [providerlibrary.healthnetcalifornia.com](http://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](mailto:provider_services@healthnet.com), by telephone or through the Health Net provider portal as listed in the right-hand column on page 1.