

PROVIDER Update



NEWS & ANNOUNCEMENTS | AUGUST 19, 2025 | UPDATE 25-823m | 2 PAGES

Improve Member Care By Making Medical Record Sharing Easy and Secure

Help by participating in our record review program

Health Net* is committed to improving the quality of care provided to members. To meet federal risk adjustment requirements, Health Net must send complete and accurate health data to the U.S. Department of Health & Human Services (HHS) and the Centers for Medicare & Medicaid Services (CMS). We collect this data by reviewing medical records.

This is not an audit. Our goal is to ensure we send correct information to federal and state agencies.

Thank you for your support in past reviews. Here's what to expect over the next 12 months.

Program logistics

	Wellcare By Health Net (Health Net)	Commercial
Members	MA, MMP, and DSNP members with 2024 visits.	Members with 2025 visits.
Records needed	Dates of service/encounters from January 2024 through present day.	Dates of service/encounters from January 1, 2025, through December 31, 2025.
Timeline for active outreach	June through December 2025.	September 2025 through April 2026; incremental records may be requested after the initial request, for the complete encounter year.
Outreach vendors	We contract with several vendors to obtain records on our behalf. You may be contacted by Datavant, Advantmed, Datafied, Virtix, or others.	

THIS UPDATE APPLIES TO:

- Physicians

LINES OF BUSINESS:

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

PROVIDER SERVICES

provider_services@healthnet.com

**Ambetter from Health Net IFP
Ambetter HMO** – 888-926-2164

**Ambetter from Health Net IFP
Ambetter PPO** – 844-463-8188

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

Medicare Supplement – 800-641-7761

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Turnaround time to submit medical records	Vendors will request the fulfillment of records within one business week. However, special accommodations can be considered.
NOT AN AUDIT!	While we do need these records to submit diagnostic data to HHS, CMS, and state agencies, this should not be considered an audit or a claims denial exercise.

Options for submitting records

Vendor

We engage several vendors to conduct reviews. A vendor representative will work with you to provide retrieval options and a list of the requested members' medical records for services rendered.

Electronic medical records

Let us make it easier for you to deliver records! Our team will be happy to help reduce your administrative burden by retrieving records directly from your system. If interested in providing Health Net with access to your electronic medical record (EMR) system, please complete the form at: <https://forms.office.com/r/r9hzCxU4qR>.

If you've already established interoperability with us, we will work to obtain the records directly.

Third party vendors

If you work with a third-party vendor for fulfillment of charts, please let us know in the form, so we can direct release-of-information requests appropriately.

Work directly with Health Net

To request a list and send records directly, please contact Health Net by emailing HNCARiskAdjustmentOps@healthnet.com.

Start today

Health Net can obtain charts directly from your EMR. To utilize this service, complete the form linked above and our team will begin the process to establish access.

Become familiar with the Risk Adjustment review process. Scan the QR Code on the right for Frequently Asked Questions regarding the record request program.



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