

PROVIDER Update



NEWS & ANNOUNCEMENTS | MAY 6, 2022 | UPDATE 22-403 | 2 PAGES

See What News Is Online for April 2022

Go to the Provider Library for the latest information that can help you do business with us

The table starting on page 2 outlines communications posted in the Provider Library in April 2022. The table includes the posting date, material number and title, type of notice, applicable audience and counties, and a summary of the communication.

Access the Provider Library

Use either option below to access the Provider Library. Once in the library, select a line of business, then select Updates and Letters to view the communications referenced in this update in their entirety.

Option 1

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

Option 2

Go directly to providerlibrary.healthnetcalifornia.com.

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 within 60 days, by phone or through the provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- IFP (Ambetter from Health Net)
 - HMO/HSP
 - EPO
 - PPO
- Employer Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com
Ambetter from Health Net IFP
EnhancedCare PPO – 844-463-8188
Health Net Employer Group HMO, POS, HSP, PPO, & EPO – 800-641-7761
Ambetter from Health Net IFP CommunityCare HMO, PPO, PureCare HSP, & PureCare One EPO – 888-926-2164
Medicare (individual & employer group) (Wellcare By Health Net) – 800-929-9224
Cal MediConnect
 Los Angeles County – 855-464-3571
 San Diego County – 855-464-3572
Medi-Cal – 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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Date posted	Number and title	Type of notice	Audience	Lines of business ¹	Summary
April 1, 2022	22-168m , Improve Your Patients' Experience with Timely Access	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs 	<ul style="list-style-type: none"> IFP (HMO, EPO, PPO) Employer Group (HMO/POS/HSP, PPO, EPO) Cal MediConnect Medi-Cal (all counties) Molina 	Use this helpful tip sheet to ensure you meet the timely access standards for responding and scheduling appointments for patients as required by the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC).
April 1, 2022	22-169m , Improve Your Patients' Experience with Timely Access	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs 	<ul style="list-style-type: none"> Medicare Advantage HMO/PPO 	Use this helpful tip sheet to ensure you meet the timely access standards for responding and scheduling appointments for patients as required by the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC).
April 8, 2022	22-265m , Avoid Claims Issues for Colorectal Cancer Screenings	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs Hospitals Ancillary providers 	<ul style="list-style-type: none"> IFP (HMO, EPO, PPO) Employer Group (HMO/POS/HSP, PPO, EPO) 	This update is a reminder to providers that in-network preventive colonoscopies are covered benefits with no cost sharing when billed with modifier 33.
April 14, 2022	22-301m , How to Help Your Paper Facility Claims Process Faster	News & Announcements	<ul style="list-style-type: none"> PPGs Hospitals 	<ul style="list-style-type: none"> IFP (HMO, EPO, PPO) Employer Group (HMO/POS/HSP, PPO, EPO) Medi-Cal (all counties) 	This update gives tips about what to enter in specific boxes on a paper UB-04 facility claim that are often overlooked or incorrectly filled out. It also includes answers to frequently asked questions from providers about claim requirements for services given during the COVID-19 pandemic.
April 19, 2022	22-330m , Direct and Easy Access to Specialty Care	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs 	<ul style="list-style-type: none"> IFP (HMO, EPO, PPO) Employer Group (HMO/POS/HSP, PPO, EPO) Medi-Cal (all counties) 	Primary care physicians (PCPs) are encouraged to use eConsult, an e-consultation platform that allows PCPs to receive input from specialists regarding treatment and management in support of their members. Additional information about eConsult can be found in the No-Cost, Direct and Easy Access to Specialty Care Expertise flyer, available on the provider portal.
April 29, 2022	22-353m , Recognize and Address Mental Health Symptoms Early	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs 	<ul style="list-style-type: none"> IFP (HMO, EPO, PPO) Employer Group (HMO/POS/HSP, PPO, EPO) Cal MediConnect Medi-Cal (all counties) Molina 	This Flyer promotes the mental health observance and reminds providers that May is Mental Health month.
April 29, 2022	22-354m , Recognize and Address Mental Health Symptoms Early	News & Announcements	<ul style="list-style-type: none"> Physicians PPGs 	<ul style="list-style-type: none"> Medicare Advantage HMO/PPO 	This Flyer promotes the mental health observance and reminds providers that May is Mental Health month.

Medi-Cal (all counties) indicates that the communication applies to Medi-Cal Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.