

PROVIDER Update



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Change Healthcare Cybersecurity Incident and Its Impact to Health Net

On February 21, 2024, Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group's Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident has created a service disruption impacting Health Net*, CalViva Health and Community Health Plan of Imperial Valley, and members and provider networks in several ways. Additionally, California Health & Wellness Plan (CHWP) providers and members in counties no longer served by Health Net as of January 1, 2024, due to the new 2024 Medi-Cal contract, are also impacted for claims with dates of service prior to January 1, 2024.

As of now, Change Healthcare has not provided a timeline for resolution. To protect members and providers, we have fully disconnected system access to and from Change Healthcare on February 21, 2024. We are working on multiple solutions to restore provider functionality and ensure continuity of care for members. We will continue to provide updates as this situation evolves.

Electronic Claim Submission (Potential impact to all lines of business)

The ability to electronically submit claims to us through Change Healthcare is currently down. Providers can easily submit electronic claims to us via many alternative methods including other claims clearinghouses and our secure provider portal. Our preferred clearinghouse for electronic claims submission is Availity. To enroll, please visit www.availity.com/Essentials-Portal-Registration and/or call Availity Client Services at 800-AVAILITY (800-282-4548). For step-by-step instructions for Availity, visit the Availity Lifeline page at <https://availity.com/availity-lifeline-self-serve-resources>. Additional information on claims submission can be found in our provider operations manuals located in the Provider Library at providerlibrary.healthnetcalifornia.com.

Reimbursement via Paper Check and Virtual Credit Card (VCC) (Impacts Ambetter and Individual Medicare Advantage)

Some paper check and virtual credit card payment processes for Health Net have been disrupted due to this incident. We apologize for any inconvenience this causes. Please know we are working quickly to implement a new process to ensure payments are operational as soon as possible. An alternate way to speed up your payment process is to set up an automated clearing house (ACH) for electronic funds transfer

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers
- Behavioral Health Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter PPO
- Employer Group
 - HMO/POS
 - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Medi-Cal – Health Net (all counties)
- Medi-Cal - CHW (all counties Health Net no longer serves as of 1/1/24)
- Medi-Cal – Community Health Plan of Imperial Valley
- Medi-Cal – CalViva Health

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
- Medi-Cal (including CS and ECM providers)** – 800-675-6110
- Medi-Cal CHW (all counties Health Net no longer serves)** - 800-675-6110
- Medi-Cal Community Health Plan of Imperial Valley** – 833-236-4141
- Medi-Cal CalViva Health** – 888-893-1569
- Behavioral Health providers** – 844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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(EFT). Health Net’s preferred ACH/EFT partner, PaySpan (now part of Zelis), has offered to help expedite the sign-up process for providers by calling 877-331-7154 or visiting www.payspanhealth.com.

Chart Retrieval (Potential impact to all lines of business)

Change Healthcare performs retrieval of medical records for several of our programs, such as HEDIS® and Risk Adjustment. You may have received a request via phone or fax from Change Healthcare on behalf of Health Net, where you either scheduled appointments or provided medical records. Change Healthcare is unable to honor any fulfillment requests at this time; however, we will be employing two of our existing medical record retrieval vendors, Datavant (formerly Ciox) and Datafied, to satisfy these prior commitments.

These retrievals are required to report on clinical quality measures and diagnosis data to Health and Human Services (HHS), the Centers for Medicare & Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA). We ask that you please honor the same commitment dates for these vendors, even if you have already committed to providing medical records to Change Healthcare. If you have provided medical records from the time period of February 19, 2024, to current, you may be asked to provide these medical records again.

Prior authorizations

Prior authorizations are not impacted by this incident.

Additional information

Thank you for your patience and partnership as we navigate this situation. We apologize for any inconvenience in this matter. If you have any questions, please contact your Provider Engagement representative or the applicable Provider Services Center below, or visit www.centene.com/change-healthcare.

Line of business	Phone number	Email address
IFP Ambetter PPO	844-463-8188	provider_services@healthnet.com
IFP Ambetter HMO	888-926-2164	
Health Net Employer Group HMO, POS & PPO	800-641-7761	
Medicare (Individual & Employer Group)	800-929-9224	
Medi-Cal – Health Net	800-675-6110	N/A
Medi-Cal – California Health & Wellness Plan (Counties Health Net no longer serves)		
Medi-Cal – Community Health Plan of Imperial Valley	833-236-4141	
Medi-Cal – CalViva Health	888-893-1569	
Behavioral Health Providers	844-966-0298	