

PROVIDER Update



CONTRACTUAL | MAY 30, 2025 | UPDATE 25-543 | 1 PAGE

TRI Fee-for-Service Payments Are Now Applied to New Claims



Payments began on May 31, 2025.

Health Net*, on behalf of CalViva Health, is paying Targeted Rate Increase (TRI) fee-for-service (FFS) payments via new day claims instead of retroactive adjustments.

As a reminder, health plans had until December 31, 2024, to retroactively implement rate increases for FFS claims for dates of service on or after January 1, 2024. On October 22, 2024, the Plan started making retroactive adjustments going back to January 1, 2024. **Effective on or about May 31, 2025, TRI payments will be paid using new day claims.**

Online resources

The Plan offers resources you can use to educate staff and help ensure compliance. Go to www.healthnet.com > *Providers* > 2024 DHCS Targeted Rate Increase for Select Medi-Cal Services > *Get Resources*. You can also visit the links below or scan the respective QR codes.

Resource	URL	QR code
FAQs	bit.ly/TRI-FAQs	
Communications	bit.ly/TRI-Communications	

Providers are encouraged to access the provider portal online at provider.healthnetcalifornia.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more. If you have questions regarding the information contained in this update, contact CalViva Health at 888-893-1569. Behavioral Health providers can call 844-966-0298.

THIS UPDATE APPLIES TO:

- Physicians
- Doulas
- Behavioral Health Providers

PROVIDER SERVICES

**CalViva Health Medi-Cal
(including ECM and CS providers) –**
888-893-1569

Behavioral health providers –
844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

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