

PROVIDER Update



REGULATORY | SEPTEMBER 22, 2023 | UPDATE 23-1044 | 3 PAGES

Important Announcement: Health Net Community Solutions, Inc., Will No Longer Serve Medi-Cal Members in Certain Counties in 2024

Beginning January 1, 2024, Health Net Community Solutions, Inc., will cease serving Medi-Cal members residing in Kern and San Diego counties.

When will members be notified?

Members will receive notification letters from Health Net Community Solutions, Inc. (Health Net*) regarding this change in October 2023. Your patients may come to you as a trusted advisor with questions about their health care coverage. Advise members that they can contact Health Net Member Services at 800-675-6110 (TTY: 711), available 24/7.

How does this change impact continuity of care?

If a member has an established relationship with a physician or other provider, even if the physician or other provider is out of network, the new health plan will ensure that members who request continuity of care will receive care for up to 12 months.

Special population members (individuals living with complex or chronic conditions) who receive specific benefits, such as transplant care, inpatient services and end-of-life care, including transitioning members who are currently receiving care management services from Health Net, will transition to a new care manager on January 1, 2024, when they switch to their new Medi-Cal plan. The newly assigned care manager from the new plan will reach out directly to these members shortly after their transition to the new plan.

This important information will be shared in notification letters scheduled to be sent to members in October 2023. Member letters will include continuity of care benefit details and information regarding the required steps members must take to request continuity of care.

For additional information, refer to the Department of Health Care Services (DHCS) 2024 Medi-Cal Transition Policy Guide at www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

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

LINES OF BUSINESS:

- Medi-Cal
 - Kern
 - San Diego

PROVIDER SERVICES

provider_services@healthnet.com
800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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What happens to existing prior authorizations?

The new Medi-Cal plan is required to honor all existing 2023 prior authorizations for 2024 services, both in network and out of network, at the time of transition. Physicians and providers do not need to obtain new prior authorizations if they are already in place.

How long will I have to submit claims to Health Net?

Physicians and providers who have rendered services to Health Net members residing in these counties in 2023 will have 180 days from the date of service to submit their claims to Health Net. Your *Participating Provider Agreement (PPA)* will remain in place however and is not affected by this member transition.

How are appeals, grievances and disputes addressed?

Topic	Prior to January 1, 2024	After January 1, 2024
Appeals and Grievances	Phone: 800-675-6110	Submit to the new Medi-Cal plan
Dispute and appeals	Health Net Community Solutions, Inc. Attn: Medi-Cal Provider Appeals Unit P.O. Box 989881 West Sacramento, CA 95798-9881 Phone: 800-675-6110	Submit to the new Medi-Cal plan

How does this change impact future facility site and medical records reviews?

Starting January 1, 2024, the new Medi-Cal plan will assume responsibility for reviewing primary care physicians' Medi-Cal facility sites and medical records.

Provider portal and website access

You can continue to access the Health Net portal at provider.healthnetcalifornia.com, as well as the public website at provider.healthnet.com for historical information as needed until further notice.

Don't miss out on upcoming office hours so you can get answers to your important questions!

Stay informed and get all your questions answered by attending our upcoming office hours. Don't miss out on this valuable opportunity to get the answers you need.

Webinars are from **Noon (12 p.m.) to 1 p.m. Pacific time.**

County	Date	Registration URL
San Diego	Wednesday, November 29, 2023	https://rebrand.ly/ld9he5h-Exiting-Counties-11292023
Kern	Wednesday, December 6, 2023	https://rebrand.ly/qqgtoap-Exiting-Counties-12623

To register, follow these steps:




- 1 Select the registration URL.
- 2 Fill in the required information to register.
- 3 Add the webinar to your calendar.

What happens to my D-SNP patients?

In San Diego County where Health Net has Dual Special Needs Plan (D-SNP) members, the member's Medi-Cal plan will change to another health plan's Medi-Cal plan. If you get questions from your patients regarding any impacts to their Medicare benefits, inform them that they will continue to stay in the same D-SNP and there will be no impact to their Medicare benefits. Impacted members will receive communication regarding this change from their Medicare plan.

Additional information

If you have questions regarding this transition, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110 or visit the following websites for additional information:

Resource	Website	QR code
2024 Medi-Cal Managed Care Plan Contracts	www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx	
2024 DHCS Medi-Cal Contract Transition	healthnet.com/providers/2024MediCal	
DHCS 2024 Medi-Cal Transition Policy Guide	www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf	
Member information	www.dhcs.ca.gov/CalAIM/Pages/Members.aspx	