

# PROVIDER Update



REGULATORY | SEPTEMBER 22, 2023 | UPDATE 23-1045 | 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 Molina Healthcare Medi-Cal members residing in Riverside and San Bernardino counties.**

Members will receive notification letters from Molina Healthcare in Fall 2023. Your patients may come to you as a trusted advisor with questions about their health care coverage. Advise members that they can contact Molina Healthcare Member Services at 888-665-4621.

### 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, Molina 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 Molina will reach out directly to these members shortly after their transition Molina plan.

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](http://www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf).

### What happens to existing prior authorizations?

Molina and the new provider they assign the member to are 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.

### 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
  - Riverside
  - San Bernardino

### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)  
800-675-6110

### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

\*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com) indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.

---

## 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?

All disputes and appeals prior to and after January 1, 2024, will continue to go to Molina Healthcare at the following address:

Molina Healthcare of California  
P.O. Box 22722  
Long Beach, CA 90801

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

Starting January 1, 2024, Molina and Inland Empire Health Plan will continue to have the 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](http://provider.healthnetcalifornia.com), as well as the public website at [provider.healthnet.com](http://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.

Date	Time	Registration URL
<b>Wednesday, November 29, 2023</b>	Noon (12 p.m.) to 1:30 p.m. Pacific time	<a href="https://rebrand.ly/lD9he5h-Exiting-Counties-11292023">https://rebrand.ly/lD9he5h-Exiting-Counties-11292023</a>

### 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 Riverside and San Bernardino counties 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
<b>2024 Medi-Cal Managed Care Plan Contracts</b>	<a href="http://www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx">www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx</a>	
<b>2024 DHCS Medi-Cal Contract Transition</b>	<a href="http://healthnet.com/providers/2024MediCal">healthnet.com/providers/2024MediCal</a>	
<b>DHCS 2024 Medi-Cal Transition Policy Guide</b>	<a href="http://www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf">www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf</a>	
<b>Member information</b>	<a href="http://www.dhcs.ca.gov/CalAIM/Pages/Members.aspx">www.dhcs.ca.gov/CalAIM/Pages/Members.aspx</a>	