

PROVIDER Update



Health Net®

REGULATORY | FEBRUARY 16, 2016 | UPDATE 16-047 | 1 PAGE

Clarification: Medicare Advantage General Compliance Training and Certificate

The Centers for Medicare & Medicaid Services (CMS) has upgraded their Learning Management and Product Ordering System. Following up to provider update 15-555, Medicare Advantage General Compliance Program Training and Certificate, distributed November 12, 2015, effective January 1, 2016, in accordance with CMS title 42 Code of Federal Regulations (CFR) 422.503(b)(vi)(C)(3), Health Net of Arizona, Inc. (Health Net) requires participating Medicare Advantage (MA) providers to submit a certificate of completion for the CMS-approved Medicare Parts C and D General Compliance Training by December 31, 2016, and annually thereafter. Training must be the CMS-approved course. Participating providers are prohibited from developing, implementing or completing supplemental trainings to fulfill this requirement.

ACCESSING THE TRAINING

For the latest CMS Medicare Parts C and D General Compliance Training (December 2015), directly contracting Health Net physicians, including physicians contracting with delegated independent practice associations (IPAs) and medical groups, can access the training through the CMS Medicare Learning Network website at <https://learner.mlnlms.com>. Providers must have an account to access the training. To create an account, select the *Create Account* link. Once logged in, in the search engine, search for Medicare Parts C and D General Compliance Training. CMS may update the training module, so providers must ensure to take the most recent course provided by CMS.

TRAINING ATTESTATION RECORD MAINTENANCE REQUIREMENTS

Once the module is completed, the physician receives a certificate of completion. Physicians directly contracting for the MA line of business with Health Net must submit their certificate to Health Net's Provider Services Operations Department (PSOps) on an annual basis via fax at 1-888-927-1834 or email at provservicesops@healthnet.com.

Physicians contracting for the MA line of business with delegated IPAs and medical groups must submit their certificates on an annual basis to their delegated IPA or medical group. Delegated IPAs and medical groups must have policies in place that establish and implement a process to collect certificates of completion from their MA physicians. Health Net routinely monitors for compliance with this policy, and this information is subject to audit upon request from Health Net or CMS.

If you have questions regarding the information contained in this update, refer to CMS title 42 CFR 422.503(b)(vi)(C)(3). For all other questions, contact the Health Net Provider Services Center by email at AZ_InternetProviderInquiries@healthnet.com, through the Health Net provider website at provider.healthnet.com, or by telephone at 1-800-289-2818.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Advantage Platinum (HMO)
- Advantage Platinum (PPO, POS)
- Medicare Advantage (HMO)

PROVIDER SERVICES

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NATIONAL PROVIDER COMMUNICATIONS

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