

PROVIDER Update



Health Net®

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Clarification about Health Net's Contract with Datafied and Enterprise Consulting Solutions

During the second half of 2015, Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) sent letters to participating providers regarding medical records and risk adjustment data collection from Health Net's contracting partners Datafied and Enterprise Consulting Solutions (ECS). This communication provides additional information about Health Net's partnership with these entities. Contractual agreements between Health Net and its participating providers contain an explicit provision that requires providers to supply member information when requested for health care operations, including quality review purposes.

DATAFIED

In collaboration with Health Net's participating providers, data collection efforts for the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS®) 2016 Clinical Effectiveness of Care measures is one way in which Health Net strives to improve the quality of care provided to Health Net members. HEDIS is an important standard set of nationally reported measures that are utilized to assess the quality of care provided to Health Net members. Medical records from Health Net providers are required in order to compile the necessary data for some of these measures.

Health Net is contracting with Datafied, a medical record collection service, to retrieve medical records and minimize the time required by your staff to collect these records. When contacted by Datafied, it is important for providers to respond within two weeks. After that, auto-generated fax reminders are sent each week until Datafied receives the medical records.

ENTERPRISE CONSULTING SOLUTIONS

In an effort to continually improve the clinical quality, accuracy and completeness of risk-adjustment data, Health Net has contracted with Optum™ who subcontracts with ECS to conduct validation testing of risk-adjustment data submitted by hospitals, participating medical groups, independent practice associations (IPAs), and physicians. The purpose of this testing is to confirm that documentation exists to support the diagnosis codes submitted to the Centers for Medicare & Medicaid Services (CMS) and that each supporting medical record conforms to CMS risk-adjustment coding guidelines. When contacted by Optum or ECS, it is important to respond within four weeks from the date of the letter.

Health Net, Datafied, Optum, and ECS follow Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and confidentiality rules for protected health information (PHI) and all other related laws and regulations.

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

az_internetproviderinquiries@healthnet.com
HMO, PPO, POS, Medicare Advantage – 1-800-289-2818
Health Insurance Marketplace – 1-888-926-1870
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you or your staff have questions regarding the retrieval of medical records and the HEDIS data collection process, contact Carina Rizo at Datafied at (714) 666-0951. If you have questions regarding medical record submission, contact K.C. Griffin at Optum via telephone at (714) 825-2229 or by email at karen.griffin@optum.com.

For all other questions, contact the Health Net Provider Services Center at:

Line of Business	Telephone Number	Email Address
HMO, PPO, POS, & MEDICARE ADVANTAGE	1-800-289-2818	AZ_InternetProviderInquiries@healthnet.com
HEALTH INSURANCE MARKETPLACE	1-888-926-1870	

Update Your Info Online

Is your demographic information current for Health Net provider directories and the online ProviderSearch function? Submit updates and corrections, including information regarding practice locations, provider names, languages spoken at the practice, and office hours, on the provider website at provider.healthnet.com by selecting *My Account > Update Provider Information*.