

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | APRIL 1, 2016 | UPDATE 16-211sum | 4 PAGES

## Summary Update: Quality Management Program

This communication provides a summary of the components of the Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) multifaceted quality management program, including its quality improvement (QI) processes and instructions on how to obtain additional information about the program. Providers are encouraged to review the complete description of the Health Net QI program at least annually to be familiar with the programs and resources available to assist in improving members' health.

A complete overview of Health Net's quality management program is available in provider update 16-211, *Quality Management Program*, available in the Provider Library on the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) under *Updates and Letters > 2016*.

### QUALITY IMPROVEMENT OVERVIEW

The Health Net QI program is designed to monitor and evaluate the adequacy and appropriateness of health and administrative services on a continuous and systematic basis. The QI program includes the development and implementation of standards for clinical care and service, the measurement of adherence to the standards, and the implementation of actions to improve performance. The scope of the program includes:

- Wellness and disease management.
- Clinical practice and preventive health guidelines.
- Utilization management process.
- Behavioral health services.
- Pharmaceutical management.
- Medicare Advantage (MA) health assessments.
- Access to care standards.
- Rights and responsibilities.
- Quality of care and member appeals.
- Privacy and confidentiality.
- Interpreter services.
- Medical record documentation.

More extensive information about all the programs listed above is available on the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) and in the Health Net provider operations manuals online in the Provider Library. Additional information located online includes:

- Physician review policy for denial decisions.
- Utilization management process, authorization of care and criteria.

#### 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](http://www.healthnet.com)

#### NATIONAL PROVIDER COMMUNICATIONS

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

- Utilization management affirmative statements.
- Use of protected health information (PHI).

**ADDITIONAL INFORMATION**

Providers are encouraged to access Health Net’s provider portal online at [provider.healthnet.com](http://provider.healthnet.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 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	

**Online News for Providers**

Access informative articles today by logging in to [provider.healthnet.com](http://provider.healthnet.com). Select the rotating graphic to read or print articles of interest. Health Net posts new articles each week that cover a variety of topics, such as administrative procedure reminders, quality improvement tips, upcoming teleconferences, and health care initiatives.