

PROVIDER Update



Health Net®

REGULATORY | JULY 18, 2016 | UPDATE 16-410 | 1 PAGE

Medicare Advantage General Compliance Program Training and Certificate Submission Reminder

As a reminder, effective January 1, 2016, in accordance with Centers for Medicare & Medicaid Services (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 General Compliance Program Training and Education Module required training by December 31, and annually thereafter.

ACCESSING THE TRAINING

For the latest CMS Medicare Parts C and D General Compliance Training, directly contracting Health Net physicians, including physicians contracting with delegated independent practice associations (IPAs) and medical groups, may visit the CMS Medicare Learning Network website at <https://learner.mlnlms.com> and access the December 2015 training. Providers must have an account to access the training. To create an account, select the *Create Account* link. Once logged in, providers can do a search for the Medicare Parts C and D General Compliance Training. Providers must access their account to take the most recent course provided by CMS, as CMS may update the training module. No other training other than the version on the CMS Medicare Learning Network website may be used. This training must be completed by December 31, and annually thereafter.

Training Certificate Submission Requirements

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

Physicians directly contracting for the MA line of business with delegated IPAs or 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.

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 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 as listed in the right-hand column.

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
1-800-289-2818
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

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