

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | FEBRUARY 16, 2017 | UPDATE 17-184 | 4 PAGES

2017 Provider Webinars Correction

This provider update replaces update 17-139, *2017 Provider Webinars*, distributed on February 9, 2017, which incorrectly stated continuing education units (CEUs) as the credit received by nurses instead of continuing education (CE) hours. No other changes have been applied to this update.

Health Net of Arizona, Inc. and Health Net Life Insurance Company (Health Net) are offering a variety of educational webinars in 2017 to physicians, case managers, nurses, and other staff who work with Health Net and Ambetter from Health Net members. Health Net offers continuing education hours for nurses for all webinars¹, and the American Academy of Family Physicians (AAFP) offers continuing medical education (CME)² credits for select webinars.

Some of the topics are linked to the Centers for Medicare & Medicaid Services (CMS) Five-Star Quality Rating System measures. Health Net encourages provider attendance and engagement at these educational webinars to address health care gaps and achieve better patient outcomes and patient satisfaction.

Webinar topics, which are subject to change, are at the following dates and times:

Topic	Date	Time Pacific time (PT)
Special Needs Plans Model of Care	February 15, 2017	12:00 p.m. to 1:00 p.m.
Pre-Diabetes	March 15, 2017	12:00 p.m. to 1:00 p.m.
Treating Behavioral Health in the Primary Care Setting	May 17, 2017	12:00 p.m. to 1:00 p.m.
Opioids and Pain Management	July 19, 2017	12:00 p.m. to 1:00 p.m.
Healthcare Effectiveness Data and Information Set (HEDIS®) Best Practices and Updates	August 16, 2017	12:00 p.m. to 1:30 p.m.
Asthma/Chronic Obstructive Pulmonary Disease	September 20, 2017	12:00 p.m. to 1:00 p.m.
Quality Improvement Outcomes	November 15, 2017	12:00 p.m. to 1:00 p.m.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

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

LINES OF BUSINESS:

- HMO
- PPO
- CommunityCare HMO
- Centene Corporation Employee Self-Insured PPO Plan
- Medicare Advantage (HMO)
- Ambetter from Health Net (Health Insurance Marketplace)

PROVIDER SERVICES

az_internetproviderinquiries@healthnet.com
HMO, PPO, Medicare Advantage – 1-800-289-2818
Ambetter from Health Net (Health Insurance Marketplace) – 1-888-926-1870
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

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

REGISTRATION

Health Net sends providers an email that includes registration information two weeks prior to each webinar session. Providers can register for the webinars via the emailed links. To be added to the email distribution list for registration, send an email to cqi_medicare@healthnet.com. Following the webinar presentation, attendees are sent a survey and instructions for obtaining CE hours and CME credits.

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 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, COMMUNITYCARE HMO, CENTENE CORPORATION EMPLOYEE SELF-INSURED PPO PLAN, & MEDICARE ADVANTAGE	1-800-289-2818	AZ_InternetProviderInquiries@healthnet.com
AMBETTER FROM HEALTH NET (HEALTH INSURANCE MARKETPLACE)	1-888-926-1870	

¹ Provider approved by the California Board of Registered Nursing, provider number CEP 13156, for contact hour.

² This activity has been planned and implemented in accordance with the accreditation requirements and policies of the AAFP. Application for CME credit has been filed with the AAFP. Determination of credit is pending.

Discover Helpful Tools to Support Your Office

The Provider Library online at provider.healthnet.com allows participating providers to quickly access pertinent information to assist in their everyday interaction with Health Net. The Provider Library includes operations manuals, communications (updates and letters), Online News articles, forms, Health Net contact information, and more.

PROVIDER Update

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