

PROVIDER Update



Health Net®

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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 17-290, *Quality Management Program*, available in the Provider Library on the Health Net provider website at provider.healthnet.com under *Updates and Letters > 2017*.

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 processes.
- Quality improvement initiatives.
- Quality measures and safety.
- Behavioral health services.
- Pharmaceutical management.
- Medicare Advantage (MA) health assessments.
- Access to care standards.
- Rights and responsibilities.
- Quality of care.
- 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 and in the Health Net provider operations manuals online in the Provider Library. Additional information located online includes:

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