

PROVIDER Update



REGULATORY | SEPTEMBER 15, 2023 | UPDATE 23-1041 | 4 PAGES

Attention: Important Notice About Your Contract with California Health & Wellness Plan in Imperial County

Effective January 1, 2024, your contract will transition to Health Net Community Solutions, Inc. (Health Net). Read on to learn what you need to know about this change.

THIS UPDATE APPLIES TO:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

Starting January 1, 2024, Imperial County will function as a single public health care plan county. The Imperial County Local Health Authority will transition to and operate as a single plan managed care health plan – doing business as the Community Health Plan of Imperial Valley (CHPIV).

Effective January 1, 2024, your provider contract Health Net Community Solutions, Inc. (Health Net) will replace California Health & Wellness Plan (CHWP). You will provide services to Medi-Cal members in Imperial County through Health Net’s provider network on behalf of CHPIV.

As affiliates of Centene Corporation, CHWP and Health Net have a well-established and trusted relationship. You can rest assured that your local provider relations staff will remain unchanged, providing you with a consistent and reliable experience from the trusted team you know.

When will members be notified?

Starting January 1, 2024, all members residing in Imperial County will become CHPIV members. These members will receive their health care services through Health Net’s provider network on behalf of CHPIV. Health Net, on behalf of CHPIV, will make every effort to ensure members remain with the same provider they were assigned to under CHWP.

Members will receive notification letters from CHWP regarding this change in October 2023. Your patients may come to you as a trusted advisor with questions about this transition and/or their healthcare coverage. Advise members that they can contact CHWP Member Services at 877-658-0305 (TTY: 711), Monday-Friday, 8 a.m. to 5 p.m.

Members will also receive new ID cards and, beginning January 1, 2024, should present a copy of this new ID card when seeking healthcare services.

See sample at right.

Front

Community Health Plan of Imperial Valley logo
Name FIRST MI LASTNAME
CIN # XXXXXXXX
Physician Group and PCP
PPG Name
PCP or Clinic Name
Street Address
City State Zip + 4
PCP PHONE: X-XXX-XXX-XXXX
Effective date with PCP: MM/DD/YYYY
Office Copy: \$0
Rx BIN 022659 RxPCN 6334225

Issue Date MM/DD/YYYY
Enrollment Date MM/DD/YYYY
Community Health Plan of Imperial Valley only covers medical and hospital services provided or authorized by your Participating Physician Group (PPG).
To change your PPG or Primary Care Provider (PCP), call Community Health Plan of Imperial Valley Member Services at 1-833-236-4141 / TTY: 711 or visit www.chpiv.org

Back

Community Health Plan of Imperial Valley Member Services is available 24 hours a day, 7 days a week
Member Services & Mental Health Benefits 1-833-236-4141 (TTY: 711)
Nurse Advice Line 1-833-236-4141 (TTY: 711)
Website www.chpiv.org
24/7 Video Doctor Appointment www.Teladoc.com
If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.
See your PCP for non-emergency health needs like colds, minor infections or illnesses, or treatment for ongoing health needs. Do not go to the emergency room for routine health care.
Providers Call for Eligibility and Authorization: 1-833-236-4141 for eligibility verification.
Non-consulted hospital requiring prior authorization for pre-authorization care: 1-833-236-4141
Medi-Cal Rx Help Line: 1-800-877-3273
Out of Area/Emergency Providers: Call 1-833-236-4141 for authorization.
Prior Authorization: Primary Care Physician referral in advance is required for most non-emergency services by contacting providers. Emergency services rendered to the member by Community Health Plan of Imperial Valley providers are reimbursable by Community Health Plan of Imperial Valley without prior authorization.
This card is for identification only. It does not verify eligibility.
Mail all claims to: PO Box 9020, Farmington, MO 63640-9020

How does this change impact continuity of care?

If a member has an established relationship with a physician or other provider, even if the physician or other provider is out of Health Net’s network, Health Net ensures that members who request continuity of care will receive it for up to 12 months.

CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at provider.communications@healthnet.com indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.

Special population members (individuals living with complex or chronic conditions), who receive specific benefits such as transplant care, in-patient services, end-of-life care, and transitioning members who are currently receiving care management services, will not have to request continuity of care as this benefit is provided automatically for this special population.

This important information will also be shared in member notification letters scheduled to be sent to members in October 2023. Member letters will include continuity of care benefit details and information regarding the required steps members must take to request continuity of care. Members requesting continuity of care can download the continuity of care form once the form is available. Watch for details on the path to download this important form in future communications about the transition from CHWP to Health Net. Refer to the Additional Information section below for a link to the DHCS 2024 Medi-Cal Transition Policy Guide.

What changes can physicians or other providers expect with this transition?

Stay informed on crucial updates to addresses, phone numbers, websites, logos, and more. Refer to the Quick Reference Guide – California Health & Wellness Plan Contract Transition to Health Net (Imperial County) Effective January 1, 2024, below for essential details on claims submission, prior authorization, eligibility and benefit checks, provider operations manuals, websites, portals, plan logos, and more.

Do I need to register for a new account with Health Net?

If you are ...	and you...	Then you
an existing Health Net provider	Have an account on provider.healthnetcalifornia.com	Do not need to create a new account with Health Net. You can log into the Health Net secure provider portal at provider.healthnetcalifornia.com using your existing credentials.
new to Health Net	Do not have an account on provider.healthnetcalifornia.com	Must register for an account with Health Net to access member information. Follow the steps below: 1. Go to provider.healthnetcalifornia.com and select Create New Account 2. Follow the prompts until registration is complete.

Don't miss out on upcoming training webinars!

Starting in early November 2023, watch for training webinar invites that include training dates and how to register. As a newly contracted Medi-Cal provider with Health Net, you must complete this training even if this training was taken through CHWP. This training will offer more insight about this transition and how to work with Health Net. Trainings will also have a dedicated Q&A session to ask questions.




Additional information

If you have questions regarding this transition, contact CHWP at 877-658-0305 or visit the following websites for additional information.

Resource	Website
2024 Medi-Cal Managed Care Plan Contracts	www.dhcs.ca.gov/CalAIM/Pages/MCP-RFP.aspx
2024 DHCS Medi-Cal Contract Award Transition	healthnet.com/providers/2024MediCal
DHCS 2024 Medi-Cal Transition Policy Guide	www.dhcs.ca.gov/Documents/Managed_Care_Plan_Transition_Policy_Guide.pdf
Member information	www.dhcs.ca.gov/CalAIM/Pages/Members.aspx

Quick Reference Guide – California Health & Wellness Plan Contract Transition to Health Net (Imperial County) Effective January 1, 2024

Topic	Prior to January 1, 2024	After January 1, 2024	Additional information
Appeals and Grievances	Phone: 877-658-0305 Fax: 855-460-1009	Phone: 800-675-6110	N/A
CalAIM	cahealthwellness.com/providers/resources/calaim-resources.html	healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html	N/A
Case Management	Phone: 877-658-0305 Fax: 855-556-7909	Email: CASHP.ACM.CMA@healthnet.com Fax: 866-581-0540	Members currently receiving CHWP care management will continue to receive case management, most likely with the same care manager
Claims Submission	California Health & Wellness Attn: Claims P.O. Box 4080 Farmington, MO 63640-3835 Payer ID: 68069	Health Net Community Solutions, Inc. Medi-Cal Claims P.O. Box 9020 Farmington, MO 63640-9020 Payer ID: 95567	You have 180 days from the date of service to submit claims to CHWP for services provided in 2023.
Concurrent Review	Phone: 877-658-0305 Fax: 855-556-7910	Phone: 800-675-6110 Fax: 800-676-7969	N/A
Dispute and appeals	California Health & Wellness Plan Attn: Claim Disputes PO Box 4080 Farmington, MO 63640-3835 Phone: 877-658-0305 Fax: 855-460-1009	Health Net Community Solutions, Inc. Attn: Medi-Cal Provider Appeals Unit PO Box 989881 West Sacramento, CA 95798-9881 Phone: 800-675-6110	N/A
Eligibility and Benefit Checks	provider.cahealthwellness.com	provider.healthnetcalifornia.com	N/A
Facility site review	CHWP is responsible for all primary care physicians Medi-Cal facility site and medical record reviews.	Health Net is responsible for all primary care physicians Medi-Cal facility site and medical record reviews.	N/A
Hospital admissions	Phone: 877-658-0305 Fax: 855-556-7907	Phone: 800-995-7890 Fax: 800-676-7969 provider.healthnetcalifornia.com	N/A
Member Services	Phone: 877-658-0305 Fax: 877-302-3434 Monday-Friday, 8 a.m. to 5 p.m.	Phone: 833-236-4141 24-hour, seven days a week	N/A
Member Websites	cahealthwellness.com/members/medical.html	chpiv.org	N/A

Topic	Prior to January 1, 2024	After January 1, 2024	Additional information
Pharmacy	<p>Medi-Cal Rx – Self-administered drugs and supplies obtained under the pharmacy benefit: Prior auth fax: 800-869-4325 Help Desk: 800-977-2273</p> <p>AcariaHealth – Specialty Pharmacy Prior auth fax: 855-217-0926 Phone: 855-535-1815</p> <p>CHWP Pharmacy Dept – Provider-administered drugs requiring prior auth: Prior auth fax: 877-259-6961 Phone: 877-658-0305</p>	<p>MedPharm Attention: Prior Authorization 4191 East Commerce Way Sacramento, CA 95834-9679 Mailstop: CA4151-04-530</p> <p>Phone: 800-867-6564 Fax: 833-953-3436</p>	N/A
Plan Logos	<p>CHWP</p> 	<p>CHPIV</p>  	All provider-facing materials including provider updates, letters and collaterals will be cobranded with CHPIV and Health Net logos.
Prior Authorization	<p>Phone: 877-658-0305 (For TTY, contact California Relay by dialing 711 and provide the 877-658-0305 number) FAX: 866-724-5057</p>	<p>Fax: 800-743-1655 Phone: 800-421-8578 Transplant fax: 833-769-1141</p>	Health Net will honor all existing in network and out of network prior authorizations. Providers do not need to obtain a new prior authorization if one is already in place.
Provider Operations Manuals	<p>cahealthwellness.com/content/dam/centene/cahealthwellness/pdfs/CHW_Provider_Manual.FINAL.pdf</p>	<p>providerlibrary.healthnetcalifornia.com</p>	N/A
Provider Portals/ Websites	<p>Public website: cahealthwellness.com/providers.html</p> <p>Secure portal: provider.cahealthwellness.com</p> <p>You can continue to access the CHWP portal at provider.cahealthwellness.com for historical information as needed until further notice.</p>	<p>Public website: provider.healthnet.com</p> <p>Secure portal: provider.healthnetcalifornia.com</p>	If you do not have access to provider.healthnetcalifornia.com, you must register for an account. Instructions on how to register are on page 2 of this update.
Provider Services	<p>Phone: 877-658-0305 Monday to Friday 8 a.m. to 5 p.m. (PT)</p>	<p>Phone: 833-236-4141 24-hour, seven days a week</p>	N/A