

# PROVIDER Update



REGULATORY | SEPTEMBER 15, 2023 | UPDATE 23-1042 | 4 PAGES

## Attention: Important Notice About Your Contract with California Health & Wellness Plan

**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.**

**Impacted counties:** Amador, Calaveras, Inyo, Mono and Tuolumne.

Effective January 1, 2024, Health Net Community Solutions, Inc., (Health Net) will replace California Health & Wellness Plan (CHWP).

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, members residing in Amador, Calaveras, Inyo, Mono and Tuolumne counties will receive their health care services through Health Net's provider network. Health Net 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 December 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 provided below.

### THIS UPDATE APPLIES TO:

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

Front

Name FIRST MI LASTNAME	Issue Date MM/DD/YY
CIN # XXXXXXXXX	Enrollment Date MM/DD/YY
<b>Physician Group and PCP</b>	Health Net only covers medical and hospital services provided or authorized by your Participating Physician Group (PPG).
PPG Name	To change your PPG or Primary Care Provider (PCP), call Health Net Member Services at 1-800-675-6110 / TTY: 711 or visit <a href="http://www.healthnet.com">www.healthnet.com</a> .
PCP or Clinic Name	
Street Address	
City State Zip + 4	
PCP PHONE: X-XXX-XXX-XXXX	
Effect date with PCP: MM/DD/YY	Health Net Community Solutions
Office Copay: \$0	
Rx BIN 022659	Rx PCN 6334225

Back

Health Net Member Services is available 24 hours a day, 7 days a week	
Member Services & Mental Health Benefits	1-800-675-6110 (TTY: 711)
Nurse Advice Line	1-800-675-6110 (TTY: 711)
Member Portal	<a href="http://www.healthnet.com">www.healthnet.com</a>
24/7 Video Doctor Appointment	<a href="http://www.Teladoc.com/hn">www.Teladoc.com/hn</a>
<b>If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.</b>	
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 routine health care.	
Providers Call for Eligibility and authorization: <b>1-800-675-6110</b>	
Medi-Cal RX Help Line: <b>1-800-977-2273</b>	
To report, or request approval for, inpatient admits, call: 1-800-995-7890	
Prior Authorization: Primary Care Physician referral in advance is required for most non-emergency services by contracting providers. Emergency services rendered to the member by non-Health Net providers are reimbursable by Health Net without prior authorization.	
This card is for identification only. It does not verify eligibility.	
Mail all claims to: Health Net of California – Medicaid, 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 care for up to 12 months.

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 December 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. Refer to the Additional Information section below for a link to the continuity of care form and 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 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...
<b>an existing Health Net provider</b>	Have an account on <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	Do not need to create a new account with Health Net. You can log into the Health Net secure provider portal at <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a> using your existing credentials.
<b>new to Health Net</b>	Do not have an account on <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	Must register for an account with Health Net to access member information. Follow the steps below:  1. Go to <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a> 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 already 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 websites shown below, for additional information.

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

**Quick Reference Guide – California Health & Wellness Plan Contract Transition to Health Net  
(Amador, Calaveras, Inyo, Mono and Tuolumne counties) Effective January 1, 2024**

<b>Topic</b>	<b>Prior to January 1, 2024</b>	<b>After January 1, 2024</b>	<b>Additional information</b>
<b>Appeals and grievances</b>	Phone: 877-658-0305 Fax: 855-460-1009	800-675-6110	N/A
<b>CalAIM</b>	cahealthwellness.com/providers/resources/calaim-resources.html	healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html	N/A
<b>Case management</b>	Phone: 877-658-0305 Fax: 855-556-7909	<b>Email:</b> CASHP.ACM.CMA@healthnet.com <b>Fax:</b> 866-581-0540	Members currently receiving CHWP care management will continue to receive case management, most likely with the same case manager.
<b>Claims submission</b>	California Health & Wellness Attn: Claims P.O. Box 4080 Farmington, MO 63640-3835  <b>Payer ID:</b> 68069	Health Net Community Solutions, Inc. Medi-Cal Claims PO Box 9020 Farmington, MO 63640-9020  <b>Payer ID:</b> 95567	You have 180 days from the date of service to submit claims to CHWP for services provided in 2023.
<b>Concurrent review</b>	Phone: 877-658-0305 Fax: 855-556-7910	<b>Phone:</b> 800-675-6110 <b>Fax:</b> 800-676-7969	N/A
<b>Disputes and appeals</b>	California Health & Wellness Plan Attn: Claim Disputes PO Box 4080 Farmington, MO 63640-3835  <b>Phone:</b> 877-658-0305 <b>Fax:</b> 855-460-1009	Health Net Community Solutions, Inc. Attn: Medi-Cal Provider Appeals Unit PO Box 989881 West Sacramento, CA 95798-9881  <b>Phone:</b> 800-675-6110	N/A
<b>Facility site review</b>	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
<b>Eligibility and benefit checks</b>	provider.cahealthwellness.com	provider.healthnetcalifornia.com	N/A
<b>Hospital admissions</b>	Phone: 877-658-0305 Fax: 855-556-7907	<b>Phone:</b> 800-995-7890 <b>Fax:</b> 800-676-7969 provider.healthnetcalifornia.com	N/A
<b>Member services</b>	Phone: 877-658-0305 Fax: 877-302-3434 Monday-Friday, 8 a.m. to 5 p.m.	<b>Phone:</b> 800-675-6110 <b>Fax:</b> 818-676-5161 or 800-281-2999 24-hour, seven days a week	N/A

Topic	Prior to January 1, 2024	After January 1, 2024	Additional information
<b>Member websites</b>	cahealthwellness.com/members/medicaid.html	Healthnet.com	N/A
<b>Pharmacy</b>	<p><b>Medi-Cal Rx</b> – Self-administered drugs and supplies obtained under the pharmacy benefit:</p> <p><b>Prior auth fax:</b> 800-869-4325 <b>Help Desk:</b> 800-977-2273</p> <p><b>AcariaHealth</b> – Specialty Pharmacy</p> <p>Prior auth fax: 855-217-0926 Phone: 855-535-1815</p> <p><b>CHWP Pharmacy Dept</b> – Provider-administered drugs requiring prior auth:</p> <p><b>Prior auth fax:</b> 877-259-6961 <b>Phone:</b> 877-658-0305</p>	<p>MedPharm</p> <p>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
<b>Plan logos</b>	<p>CHWP</p> 	<p>Health Net</p> 	N/A
<b>Prior authorization</b>	<p><b>Phone:</b> 877-658-0305 (For TTY, contact California Relay by dialing 711 and provide the 877-658-0305 number)</p> <p><b>FAX:</b> 866-724-5057</p>	<p><b>Fax:</b> 800-743-1655 Phone: 800-421-8578</p> <p><b>Transplant fax:</b> 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.
<b>Provider operations manuals</b>	cahealthwellness.com/content/dam/centene/cahealthwellness/pdfs/CHW_Provider_Manual.FINAL.pdf	providerlibrary.healthnetcalifornia.com	N/A
<b>Provider portals/websites</b>	<p><b>Public website:</b> cahealthwellness.com/providers.html</p> <p><b>Secure portal:</b> 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><b>Public website:</b> provider.healthnet.com</p> <p><b>Secure portal:</b> 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.
<b>Provider services</b>	<p><b>Phone:</b> 877-658-0305 Monday to Friday 8 a.m. to 5 p.m. (PT)</p>	<p><b>Phone:</b> 800-675-6110, option 2 <b>Fax:</b> 818-676-5387 or 800-281-2999</p>	N/A