# **PROVIDER***Update*



**NEWS AND ANNOUNCMENTS** 

**SEPTEMBER 14, 2018** 

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### **Timely Filing Reminders**

Health Net of Arizona has noticed a significant increase in provider claims denying for failure to submit claims within timely filing guidelines. Providers receiving the following claim denials: EXTF (Allwell), EX29 (Ambetter and HNA) are encouraged to thoroughly review this communication as a means to prevent further denials.

Providers are able to utilize our online provider operation manuals for more information on our timely filling guidelines. To access the provider operations manuals visit:

Allwell from Health Net	Allwell.healthnetadvantage.com	
Ambetter from Health Net	Ambetterhealthnet.com	
Health Net Access	Healthnetaccess.com	

#### TIMELY FILING BY LINE OF BUSINESS

If the line of business is:	Par providers' initial submissions must be received within:	Non-Par providers' initial submissions must be received within:	Reconsiderations must be received within:
Allwell from Health Net	95 days* from the DOS-Date of Service	95 days from the DOS-Date of Service	90 days* from the date of EOP- Explanation of Payment or denial is issued
Ambetter from Health Net	120 days* from the DOS-Date of Service	365 days from the DOS-Date of Service	365 from* the date of EOP- Explanation of Payment or denial is issued
Health Net Access (Medicaid)	180* days from the DOS-Date of Service	180 days from the DOS-Date of Service	12 months* from the DOS or 60 days from the adverse action

<sup>\*</sup>Unless otherwise specified in your contract

#### **RELEVANT DEFINITIONS**

- Initial Claims and Reconsideration days are calculated from the DOS-Date of Service to the date received by Health Net of Arizona or from the EOP-Explanation of Payment date.
- For observation and inpatient stays, the date is calculated from the date of discharge.
- Request for Reconsideration Provider disagrees with the original claim outcome (payment amount, denial reason, etc.).

#### ADDITIONAL INFORMATION

If you have questions regarding the information contained in this update please contact your Provider Engagement Specialist.

## THIS UPDATE APPLIES TO THE FOLLOWING **HEALTH NET OF ARIZONA** PROVIDERS TYPES:

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

#### LINES OF BUSINESS:

- Ambetter/ CommunityCare (HMO)
- · Allwell/ Medicare Advantage (HMO)
- · Health Net Access (Medicaid)

#### PROVIDER SERVICES:

Allwell from Health Net (Medicare Advantage)

BW\_ProviderRelations@centene.com 1-800-977-7522

Allwell.healthnetadvantage.com

Ambetter from Health Net (Health Insurance Marketplace)

BW\_ProviderRelations@centene.com

1-888-926-5057

www.ambetterhealthnet.com

Health Net Access

BW ProviderRelations@centene.com

1-888-788-4408

www.healthnetaccess.com

REMINDER: Our name is changing! Starting October 1, Health Net of Arizona will be changing its name to Arizona Complete Health.





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