

PROVIDER Update



Health Net®

NEWS AND ANNOUNCEMENTS | SEPTEMBER 14, 2018 | 1 PAGE

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 filing 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

*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.

