

PRACTITIONER *Update*

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MHN
A Health Net Company™

May 2019

~ FUTURE RESPONSE WILL BE REQUIRED ~

A sample of MHN participating providers will be receiving an appointment availability survey in the second half of this year. If selected in the sample, the short, 2-minute survey will either be emailed or faxed to you. **As an MHN participating provider, your response to the survey is required.** When you receive the survey, it is crucial that you respond within 5 business days. If a response is not received within that timeframe, you will receive phone calls to complete the survey.

Dear MHN Practitioner,

The MHN Quality Improvement (QI) Department is pleased to present to you the next issue of the MHN Practitioner Update Newsletter.

We hope you find our reminder about returning member phone calls within 2 business days and information about our upcoming continuing education webinars useful. And remember, May is always Mental Health Month! Please read the enclosed article for details on how you can participate in this year's activities.

Thank you for taking the time to read this newsletter.

Regards,
The MHN QI Department



Providers with an account can login to the MHN Provider Portal at any time to *VERIFY MEMBER BEHAVIORAL HEALTH COVERAGE & BENEFITS!*

First, go to the MHN Provider Portal at providers.mhn.com and log in to your account. Hover over 'Eligibility' at the top of the page, then select 'Member Eligibility Inquiry' where you can search by **Subscriber ID** *or* **Member First Name, Member Last Name & DOB.**

Information available using this online search includes:

- Eligibility Effective Date**
- Deductible**
- Copay**
- Prior Authorization Requirements (if any)**

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**TO REACH MHN
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SERVICE:**

CALL THE 800# ON
THE BACK OF THE
MEMBER'S ID CARD

**PROFESSIONAL
RELATIONS:**

**PROFESSIONAL.
RELATIONS@
HEALTHNET.COM**



And, if you have an account, you can update* whether or not you are currently *Accepting New Patients...*

Please go to [MHN's Provider Portal](#) and log into your account. Once logged in, at the top of the page hover over "My Profile" then "Update Practice Information" and click on "Practice Address and Contact".

For the location you want to update, you will need to:

Click on 'Edit', then at the bottom of the page in the "Add a New No-Referral Period?" section, click 'Yes'. Enter the date range and select a reason why you no longer wish to receive new patient referrals during that time. You can then choose to apply this new no-referral period to your other practice locations by selecting 'Yes' next to those locations. Click 'Submit' then 'Confirm' to verify your updates.

*** Updates take a week to be reflected in our roster, so please plan accordingly**

Thank you for keeping your information up to date!

OUR NEXT CONTINUING EDUCATION OPPORTUNITY!

SAVE THE DATE: Wednesday, September 25th

As part of Health Net of California, Inc., Arizona Complete Health, Health Net Health Plan of Oregon, Inc., Health Net Community Solutions, Inc., and Health Net Life Insurance Company, Inc.'s commitment to supporting our physicians and their staff in delivering quality care to our members, we are joining them to present an educational webinar on ***"Cultural Competency-Working with the LGBT Community"*** on **Wednesday, September 25, 2019, from Noon to 1:00 pm PT/3pm to 4pm ET.**



The purpose of the training is to explain the importance of cultural competency among behavioral health providers to improve patient treatment. Training includes components of culture, communication variations, cultural impact on services, treatment and potential barriers in addition to specific content on issues impacting members of the LGBT community.

Upon completion of this webinar, attendees should be able to:

- ✓ Discuss levels of cultural competency and cultural considerations
- ✓ Identify four communication variations within/across cultures
- ✓ List two ways that providing culturally competent health care improves the patient's treatment

[To register for this webinar \(all attendees must register\) CLICK HERE!](#)

As stated in the Network Adequacy & Practitioner Availability Standards Section 5.1.B in the [MHN Provider Manual](#), MHN expects practitioners to return telephone calls from members referred by MHN (for routine referrals) within 2 business days.



MAY IS MENTAL HEALTH MONTH!



MAY IS MENTAL HEALTH MONTH 2019
#4MIND4BODY

LEARN ABOUT HEALTH - 4MIND4BODY
at bit.ly/MayMH.

SHARE WHAT YOU DO TO STAY WELL
by posting with #4Mind4Body.

SEE WHAT OTHERS ARE DOING
at bit.ly/4Mind4Body.

May is Mental Health Month 2019

2019 marks Mental Health America's (MHA) 70th year celebrating Mental Health Month! In 2019, they are expanding on the 2018 theme of [#4Mind4Body](#) and taking it to the next level. This year, they will be exploring the topics of animal companionship (including pets and support animals), spirituality, humor, work-life balance, recreation and social connections as ways to boost mental health and general wellness. **For more information and to download this year's toolkit, please visit the [MHA 'May is Mental Health Month' website](#).**

Some of the key messages* for this year's campaign include:

- ✦ Mental health is essential to everyone's overall health and well-being, and mental illnesses are common and treatable.
- ✦ A healthy lifestyle can help to prevent the onset or worsening of mental health conditions, as well as chronic conditions like heart disease, diabetes, and obesity. It can also help people recover from these conditions.
- ✦ For those dealing with a chronic health condition and the people who care for them, it can be especially important to focus on mental health. When dealing with dual diagnoses, focusing on both the physical and mental health concerns can be daunting – but critically important in achieving overall wellness.
- ✦ The company of animals – whether as pets or service animals – can have a profound impact on a person's quality of life and ability to recover from illnesses. A pet can be a source of comfort and can help us to live mentally healthier lives.
- ✦ Whether you go to church, meditate daily, or simply find time to enjoy that cup of tea each morning while checking in with yourself – it can be important to connect with your spiritual side in order to find that mind-body connection.

*taken from <http://www.mentalhealthamerica.net/sites/default/files/MHM%202019%20Toolkit%20KEY%20MESSAGES.pdf>

TIPS FOR GETTING YOUR CLAIMS PAID



When applicable, ensure that you or the member has obtained initial preauthorization for services, and that you have obtained authorization from MHN for any additional services beyond the number of sessions or days originally authorized.

Verify that the member's identification number is current in one of the following ways: call MHN customer service for benefit and member identification information, ask the member, or log in to the provider portal at www.mhn.com. *Note: Members who have changed from one benefit plan to another, or from coverage on a family member's policy to coverage as the subscriber, often have a change in member identification number.*

- Ensure that you are billing for the type of service that you are contracted to provide and for which you received authorization.** Consult your provider contract and the authorization letter when in doubt.
- You must submit your claim using **CMS1500 and CMS1450 forms that are printed in Flint OCR Red, J6983 (or exact match) ink.**
- Mail your claim to: **MHN Claims, PO Box 14621, Lexington, KY, 40512-4621.**
- Remember to **include your NPI number** for any claims submitted electronically.
- Be sure to **submit your claim within 120 days of the date you provided services** to the member.
- Ensure that you **use standard spacing** when billing a member/patient name.

A FEW MORE IMPORTANT REMINDERS...

- For help scheduling **URGENT mental health appointments**, our members can call the **Customer Call Center 24 hours a day, 7 days a week** at **1-888-327-0010**.

AND...

- **MHN does NOT require authorization for most outpatient office visits, including therapy and medication management!*** MHN members can log on to www.MHN.com to find a provider or call the number on the back of their insurance card to get a referral.

**except EAP members*



AND...

PLEASE NOTE THAT YOU MAY FACE REMOVAL FROM THE MEDI-CAL NETWORK IF YOU HAVE NOT ENROLLED OR SUBMITTED PROOF OF AN APPLICATION BY JULY 1st!

- Effective January 1, 2018, the Department of Health Care Services (DHCS) has issued mandatory enrollment requirements for Medi-Cal managed care plans (MCPs). MHN existing network providers in the following counties (Fresno, Kern, Kings, Los Angeles, Madera, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus and Tulare) have two choices for Medi-Cal enrollment-

