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

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**IN THIS ISSUE:**

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Continuing Education Opportunity

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May is Mental Health Month

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**MYSTRENGTH:**
Mobile Self-Help Resources for Our Members

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**NEXT ISSUE:**
September 2019

**TO REACH MHN CUSTOMER SERVICE:**
Call the 800# on the back of the member’s ID card

**PROFESSIONAL RELATIONS:**
ProfessionalRelations@Healthnet.com

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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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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 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%20MESSAGES.pdf
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-
either one needs to be started ASAP if you haven’t already done so. The consequence of not enrolling in the Medi-Cal program will result in termination from the MHN network. Providers can go to the DHCS website and complete the Medi-Cal enrollment forms that pertain to your license type OR use MHN’s internal enrollment process, whose goal is to make this process as pain free as possible. MHN has begun outreach to our network to provide information on the process. If you have already started the DHCS Medi-Cal enrollment process, please make sure you notify MHN so that we can have you sign and return our Enrollment Attestation Form. Please contact us at Medi.Cal.Contracting@healthnet.com if you have questions regarding MHN’s internal Medi-Cal enrollment process, to request an Attestation Form or to send us proof of your DHCS enrollment. Thank you in advance.

MyStrength.com - The health club for your mind™

myStrength offers web and mobile self-help resources, empowering consumers to be active participants in their journey to becoming – and staying – mentally and physically healthy.

Mental health is an integral component of a person’s overall health and well-being. MHN’s parent company, Health Net, understands this and is partnering with myStrength to offer Health Net members complimentary access to myStrength.com.

myStrength is a dynamic and personalized website that offers clinically-proven mental health applications to help with mental health challenges by utilizing individualized wellness resources. myStrength provides a range of mood-improving, engaging resources including step-by-step eLearning modules, interactive tools, weekly action plans, self-help workbooks, and daily inspirations to help with depression, anxiety and substance use - all personalized to the user via web and mobile technology, to help improve mental health from the comfort and privacy of their own home.

These self-help resources are empowering individuals to be active participants in their journey to becoming – and staying – mentally and physically healthy. The in-the-moment mood tracking and immediate stress-relief applications are beneficial in driving sustainable behavioral health change.

If you are looking for an additional way to engage your patients outside of the therapy office, you can have them register on myStrength.com to help take care of mental and physical health. Or, they can visit the Health Net page on myStrength.com to access and sign up for the online program. This program has been shown to compliment and accelerate therapy by helping to reduce anxiety and depression.

The next Practitioner Update is scheduled for September 2019

Thank you for your time and attention!

The MHN Quality Improvement Department