

Important: Health Net Federal Services Contract Termination and Appeals Rights

May 14, 2019

The Department of Veterans Affairs (VA) contract with Health Net Federal Services (HNFS) ended on September 30, 2018. VA is dedicated to working with providers to transition care coordination as seamlessly as possible and to communicate pertinent and timely information.

During the transition time, outlined below is important information and key dates to note:

To Submit Claims: Community providers had until **March 26, 2019** to submit initial claims to HNFS for payment for covered services that were rendered through **September 30, 2018**.

To Check Claims Status: Community providers can continue to use www.availability.com to check status on claims submitted for HNFS-authorized services.

Appeals, Denials, and Adjustments: will continue in accordance with the mutually agreed upon appeals process through **January 30, 2020**.

For Additional Assistance:

- ⇒ Providers may call the HNFS provider customer line at 844-728-1914 for PC3/VCP claims and authorization inquiries related to HNFS-authorized services or visit HNFS' website at www.hnfs.com/go/VA.
- ⇒ Providers should address all outstanding PC3/VCP claims and authorization inquiries related to HNFS-authorized services claims directly with HNFS first by calling the HNFS provider customer line at 844-728-1914 or visiting HNFS' website at www.hnfs.com/go/VA.
- ⇒ If after working with HNFS you are unable to get resolution for outstanding claims, contact OCC, Provider Relations & Services, Network Management at ProviderExperience@va.gov; a staff member will be assigned to work with you and HNFS toward resolution.