

# Medi-Cal New Provider Training Attestation Requirement

Training/Refresher

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Provider Relations  
9/8/2023

*Coverage for  
every stage of life™*

## [DHCS New Provider Training Requirement Document](#)

### **Exhibit A, Attachment 7 PROVIDER RELATIONS**

#### **5. Network Provider Training**

- A. Contractor shall ensure that all Network Providers receive training regarding the Medi-Cal Managed Care program in order to operate in full compliance with the Contract and all applicable federal and State statutes and regulations. Contractor shall ensure that Network Provider training relates to Medi-Cal Managed Care services, policies, procedures and any modifications to existing services, policies or procedures. Training shall include methods for sharing information between Contractor, Network Provider, Member and/or other healthcare professionals. Contractor shall conduct training for all Network Providers within 10 working days after the Contractor places a newly contracted Network Provider on active status.

# Health Net Policy Explained

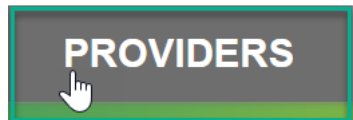


- New Provider= Newly contracted Medi-Cal physician, PPG, hospital, or ancillary service provider or a provider who's Medi-Cal contract with HN/CVH was termed over 30 days.
- Each newly contracted Medi-Cal site/location requires a training confirmation. Providers that have clinicians on site should have the highest level clinician(s) take the training.
- Non-clinician type of providers (e.g. labs) can have the administrator sign on behalf of the site.
- Signed Attestation= Training Confirmation
- **HN policy states that providers should take the training and sign the attestation form before becoming active in the system or record.**

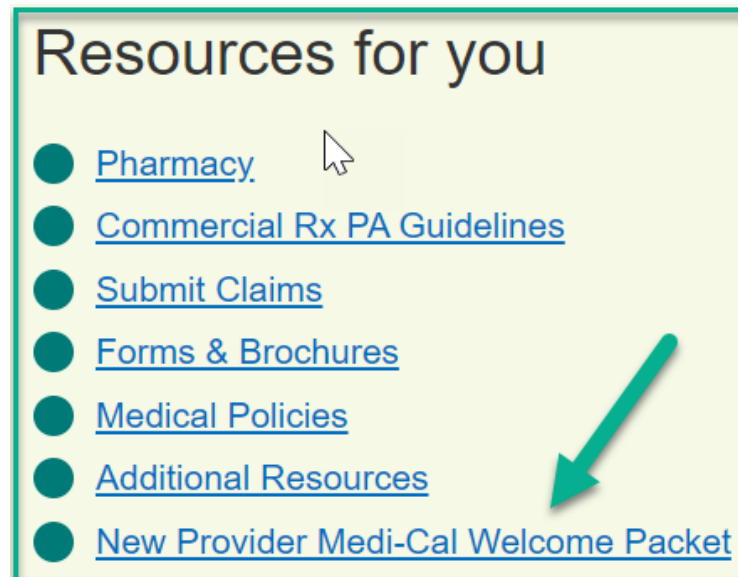
# Training Materials

New Medi-Cal Provider training materials are available on [Health Net's Website](#) pre-login

Click on

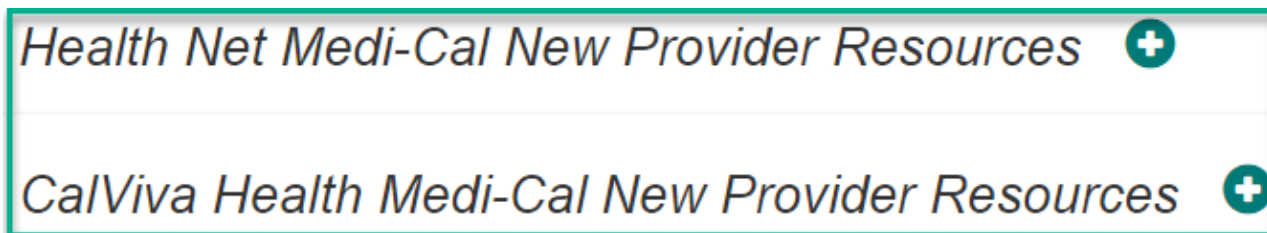


Then scroll down to the section “Resources for you” and click on “New Provider Medi-Cal Welcome Packet”



# Training Materials

Once the provider chooses ***New Provider Medi-Cal Welcome Packet***, health plan specific training packets will appear.



“+” will expand what’s in the online training packet. The provider now can go through the training deck then sign the attestation form.

- Health Net New Provider Training Deck (pdf)
- Health Net New Provider Attestation (pdf)

- CalViva Health New Provider Training Deck (pdf)
- CalViva Health New Provider Attestation (pdf)



# Attestation Form



## CERTIFICATE OF NEW PROVIDER TRAINING

I have received, reviewed and completed the New Provider Training from Health Net,\* on behalf of CalViva Health. I understand the essential components of CalViva Health's Medi-Cal plan, including basic information about public health programs available to CalViva Health Plan Medi-Cal members, CalViva Health Plan's quality improvement program, and interpreter services and provider tools to care for diverse populations.

In addition, I understand my responsibilities related to CalViva Health Plan's Medi-Cal managed care program services, policies and procedures, and ways to communicate between providers, members and CalViva Health Plan. I understand how to access and find information on the provider website about Medi-Cal benefits and services, claims and payment policies, California Children's Services (CCS)-eligible conditions and referral processes, case management services, tools to care for a diverse population, and operations manuals located at *Working with Health Net > Contractual > Provider Library*.

The training was completed: (Must check one)

Self-guided (Online/hard copy)

Instructor led (Online/in-person)

\_\_\_\_\_  
Provider name (PRINT)

\_\_\_\_\_  
Tax identification number (TIN)

\_\_\_\_\_  
Provider signature

\_\_\_\_\_  
Date training completed

\_\_\_\_\_  
Telephone number

\_\_\_\_\_  
Email address



# Attestation Form- Ancillary



## CERTIFICATE OF NEW PROVIDER TRAINING ANCILLARY MULTIPLE SITE CORPORATION

The new ancillary provider site has received, reviewed and completed the New Provider Training from Health Net\*. The new ancillary provider site understands the essential components of Health Net's Medi-Cal plan, including basic information about public health programs available to Health Net Medi-Cal members, Health Net's quality improvement program, and interpreter services and provider tools to care for diverse populations.

In addition, the new ancillary provider site understands the responsibilities related to Health Net's Medi-Cal managed care program services, policies and procedures, and ways to communicate between providers, members and Health Net.

The new ancillary provider site understands how to access and find information on Health Net's provider website about Medi-Cal benefits and services, claims and payment policies, California Children's Services (CCS)-eligible conditions and referral processes, case management services, tools to care for a diverse population, and operations manuals located under *Working with Health Net > Contractual > Provider Library*.

The training was completed: (Must check one)

Self-guided (Online/hard copy)

Instructor led (Online/in-person)

Ancillary Provider Name (PRINT)

Tax identification number (TIN)

Ancillary Provider Site Address

Ancillary Provider Administrator Signature

Date training completed

Telephone number

Email address



# Let's Make This Work Together



- Do Not make provider's status active if you don't have a signed attestation form
- Always check that the form is completed fully and accurately
- Only mark True on "Attestation Not Required" in NCTS when you have already checked ABS/NDS and the provider is truly not new to Medi-Cal network
- When in doubt, ask away

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Thank you