

PROVIDER Update



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Denial of Incontinence Supplies from Noncontracting Suppliers

Avoid claim denials by utilizing an in-network supplier, such as J&B Medical Supply Company, Inc., for CalViva Health members

As a reminder, incontinence supplies for CalViva Health members must be ordered through a contracting (in-network) supplier in order for claims to be paid. J&B Medical Supply Company, Inc. is Health Net Community Solutions, Inc. (Health Net) and CalViva Health's preferred provider and offers the best value for CalViva Health members for disposable medical supplies, including incontinence supplies.

Based on the member's *Evidence of Coverage (EOC)*, CalViva Health members must use an in-network supplier in order for incontinence supplies to be a covered benefit. Claims for incontinence supplies submitted by noncontracting (out-of-network) suppliers are denied.

ORDERING COVERED INCONTINENCE SUPPLIES

Providers may contact J&B Medical Supply to order covered supplies by any of the following methods:

- Telephone at 1-800-737-0045
- Fax at 1-800-737-0012
- Website at www.jandbmedicalinsurance.com

CalViva Health members receive requested supplies within 72 hours of J&B Medical Supply receiving a complete referral.

ADDITIONAL INFORMATION

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com