

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

OCTOBER 19, 2018

UPDATE 18-783

6 PAGES

Website and Account Manager Access at provider.healthnetcalifornia.com

Critical information about registering, assigning an account manager access, determining office staff user-access level to claims, prior authorizations assessments, and password resets

Effective January 1, 2018, providers serving Individual Family Plan (IFP) and individual Medicare Advantage (MA) members must register for an account on the new Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) provider portal at provider.healthnetcalifornia.com to access IFP and individual MA member information.

Follow the four steps described in this update to register at provider.healthnetcalifornia.com and assign an account manager and additional users to access claims, prior authorizations submission and assessments, and password resets.

STEP ONE – PROVIDER PORTAL REGISTRATION

To complete the registration process for access to the provider portal, go to the secure provider portal at provider.healthnet.com and use the following instructions.

1. Under Log In Changes, select Register to register for your new account.

Log In Changes

IFP and individual Medicare Advantage member information is now available at provider.healthnet.com.

IFP and Individual Medicare Advantage

Log in to provider.healthnetcalifornia.com to view information related to IFP and individual Medicare Advantage members.



THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

IFP – CommunityCare HMO, PPO,

PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

healthnet.com

fax 1-800-937-6086

2. Enter your provider tax identification number (TIN), name, email address, and create a password. Passwords must be at least six characters long, and contain at least one lowercase letter, one uppercase letter, and a number or symbol.
3. Select *Next*.

4. A registration code will be sent to you via the email address you provide. Enter the four-digit registration confirmation code in the field provided on the *Confirm Email* screen and select *Confirm*.

Once your registration is complete, it takes 24–48 hours for the account to be verified and activated by the Health Net technical support team. You will receive an email informing you to log in using your new credentials to use the website. If you are unsuccessful registering when following the steps above, contact the Health Net technical support team at 1-866-458-1047 for assistance.

STEP TWO – DETERMINE AN ACCOUNT MANAGER

Providers are encouraged to determine an account manager during the initial registration process. The account manager access is approved by the Health Net technical support team.



Account manager access

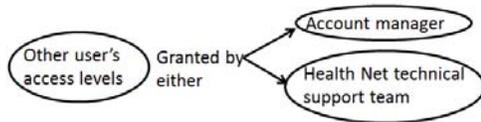
The account manager access allows the user to:

- Create individual accounts for other users.
- Reset or unlock passwords.
- Grant access to claims, prior authorizations and assessments for other individual users.

To confirm or change your account manager, contact the Health Net technical support team at 1-866-458-1047.

STEP THREE – DETERMINE OTHER OFFICE STAFF USER-ACCESS LEVEL

Either your account manager or the Health Net technical support team can manage and grant individual office-based users access based on individual access needs.



Add Users to Account

The account manager can add additional users to the account through the *Invite a User* function.

- 1 Type the user's email address and select *Send Invitation*. Each user must have a separate unique email address for logging in to the provider portal.
- 2 The user must complete the registration process using the link provided in the invite to access the portal. Once the user has completed the registration process, they will receive a four-digit code to verify their email address.

The screenshot shows the 'Invite a User' form with the email address field circled and labeled '1'. Below the form is an email invitation from Pawash Priyank. The registration link is circled and labeled '2'.

Invite a User

Email Address
name@domain.com

noreply@healthnetcalifornia.com | Keysha McCoy
Join us

[Account Manager User Guide](#)

Pawash Priyank has invited you to join our secure website.

Please use the below link to register:

<https://provider.healthnetcalifornia.com/careconnect/registration>

Thank you,

Health Net Commercial California

- 3 The account manager can verify the account by selecting *User Management*.
- 4 Find the user to be verified and select *Verify Account/Update User*.

The screenshot shows the Health Net user management interface. The 'User Management' link is circled and labeled '3'. Below is a table of users with the 'Verify Account / Update User' button circled and labeled '4'.

Health Net

Eligibility Patients Authorizations Claims Messaging Help Pawash Priyank

Viewing For: 999999999 Health Net Commercial - C GO

Account Details
User Management
Log Out

Search for User

Email Last Name Status
Email Last Name Status..

Verification Pending

Invite a User

Email Address
name@domain.com

[Account Manager User Guide](#)

| Email Address | Last Name | First Name | TIN | Telephone Number | Status |
|-----------------------|------------|------------|-----------|------------------|--------|
| noreply@healthnet.com | do not ask | do not ask | 999999999 | (916) 111-1111 | Active |

Notification will be sent to Health Net for verification. It takes 24–48 hours for the account to be verified by the Health Net technical support team. The user will receive an email informing them to log in using their credentials to use the website.

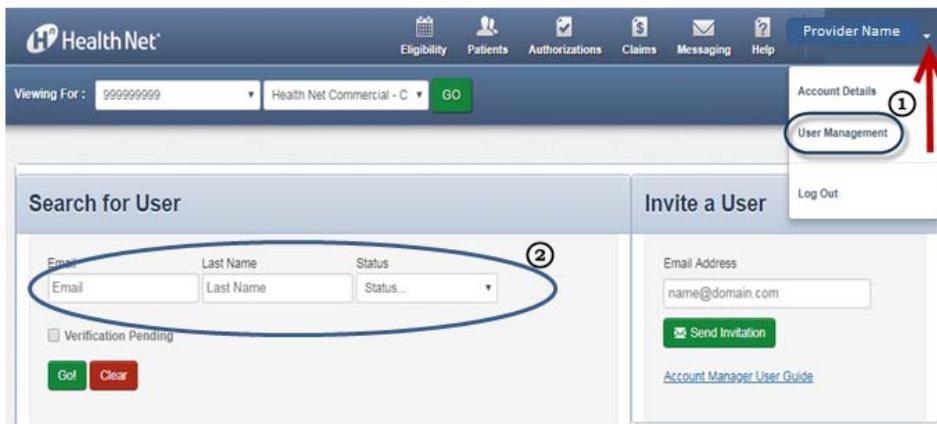
Modifying Access Levels for Users

Account managers are responsible for selecting and managing the appropriate access for each user in their practice. Access levels include:

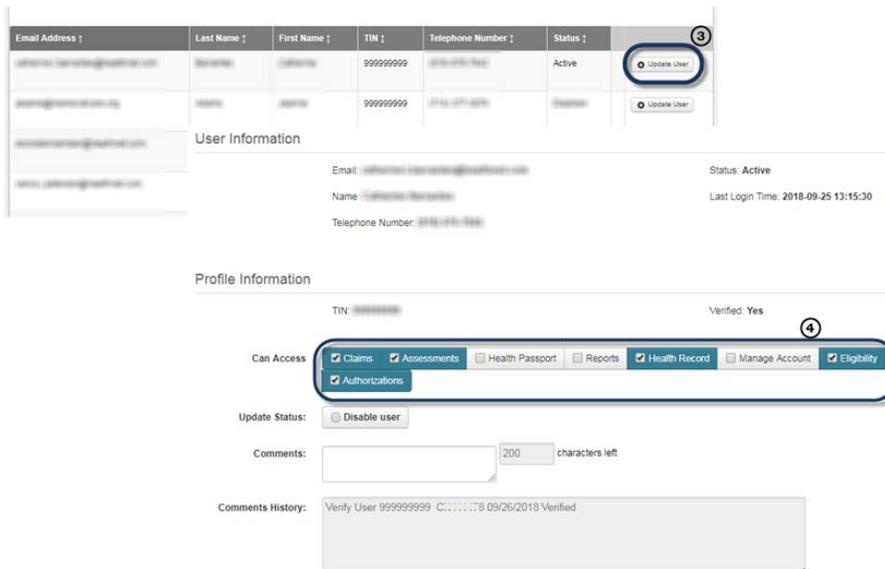
- Health records: View patient’s health records for number and type of visits, medications, immunizations, and labs.
- Claims: View and submit claims.
- Manage account: Enable, disable, modify permissions for a specific TIN, and invite users to set up an account.
- Eligibility: View and check eligibility for specific patients.
- Assessment: Complete or view a health risk assessment (HRA) or notification of pregnancy (NOP) for patients.
- Authorization: View and submit authorization.

Follow the steps below to view and edit details of existing accounts.

- 1 Select *User Management*.
- 2 Enter the name and email address for the new user account or view the list of all users in your practice.



- 3 Find the user to be edited and select *Update User*.
- 4 Modify access levels for users accordingly.



STEP FOUR – AVOID PASSWORD RESETS AND UNLOCKS

In order to avoid password resets and unlocks, users must sign in to provider accounts at provider.healthnetcalifornia.com at least once every 30 days. Excessive incorrect password or user name attempts will result in a password lock.

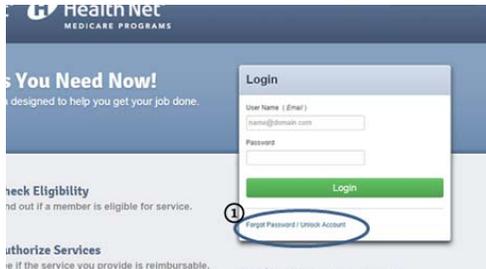
Password resets and unlocks

To reset or unlock a password:

- Use the self-service tool as outlined below, or
- Contact the designated account manager within your practice or office.

To reset or unlock a locked password, follow the steps below for the self-service tool:

- 1 Select the *Forgot Password/Unlock Account* on the new portal.



- 2 Enter the email and TIN for your account.
- 3 Select *Find User*.



- 4 Answer the security question.
- 5 Select *Submit*.



- 6 Enter your new password.
- 7 Select *Change Password*.



Go back to provider.healthnetcalifornia.com and log in to your account with your new password.

WEBINARS TO HELP NAVAGATE THE PROVIDER PORTAL

To learn more on any of the following topics, register for one of our upcoming provider webinars at <http://bit.ly/ProviderPortalRefresher>.

- How to register for an account
- Account manager access
- Adding a TIN
- Unlocking your account
- Payspan Health® registration
- Verifying eligibility
- Claims processing, accessing payment history and prior authorization submissions
- Schedule of benefits
- Accessing and using other available self-service tools

Educational webinars on navigating the provider portal are scheduled for:

- Tuesday, October 30, 2018, at 10:00 a.m. Pacific time (1 hour)
- Wednesday, October 31, 2018, at 10:00 a.m. Pacific time (1 hour)

ADDITIONAL INFORMATION

For assistance with provider.healthnetcalifornia.com, contact the Health Net technical support team at 1-866-458-1047.

For all other questions, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column on page 1.