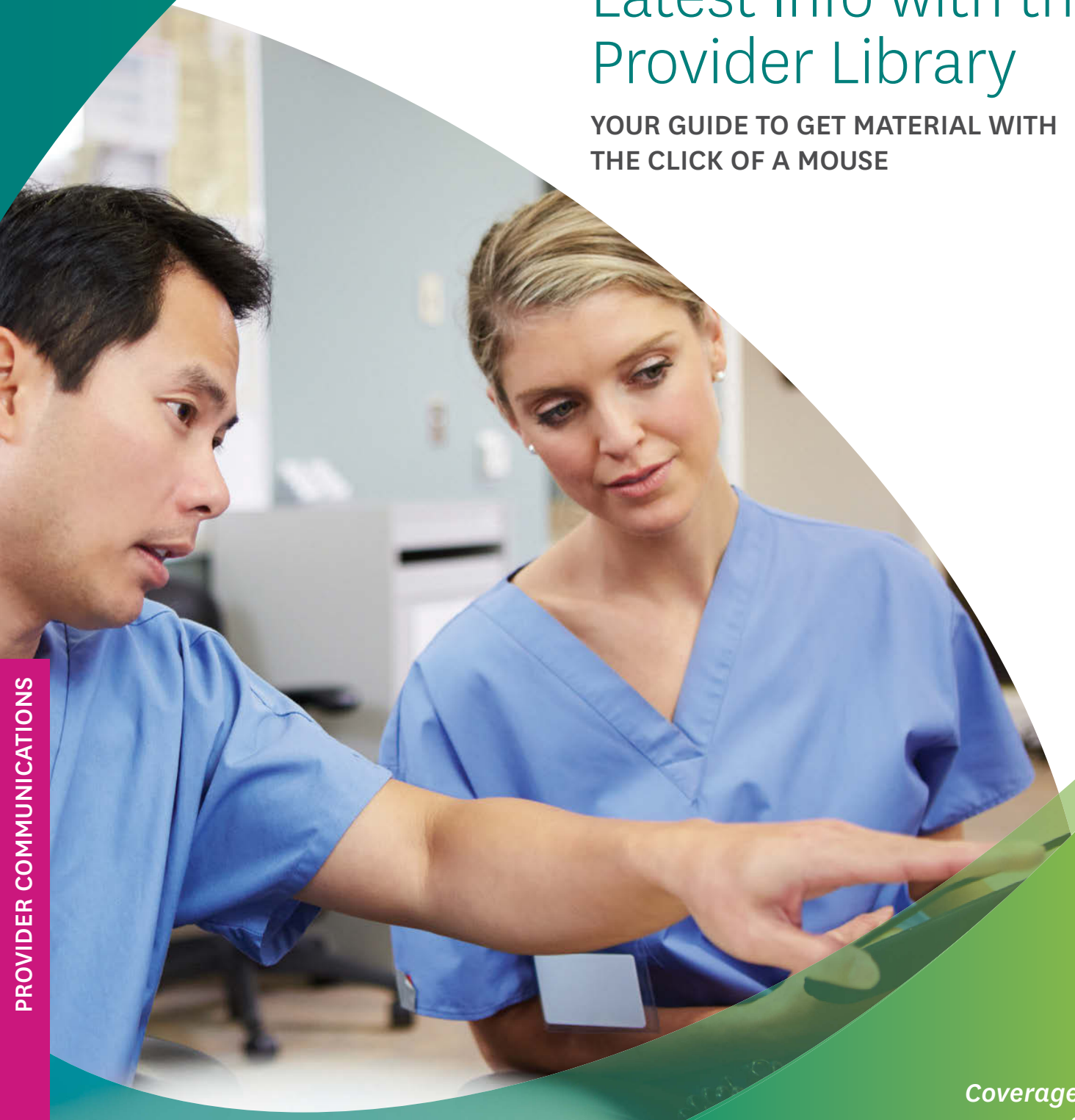
CalViva HEALTH

Health Net® COMMUNITY SOLUTIONS

Stay Up on the Latest Info with the Provider Library

YOUR GUIDE TO GET MATERIAL WITH THE CLICK OF A MOUSE



PROVIDER COMMUNICATIONS

Coverage for every stage of life™

Visit **provider.healthnet.com** to get started.

Find What You Need When You Need It

The Provider Library at provider.healthnet.com is designed so you can find relevant information to do business with us.

The library includes operations manuals, forms, contacts, and much more. You can also view provider communications (updates and letters) that have been sent out. These materials help you find information about programs, changes, policies, and procedures to support members' care.

Choose the fields to narrow your search

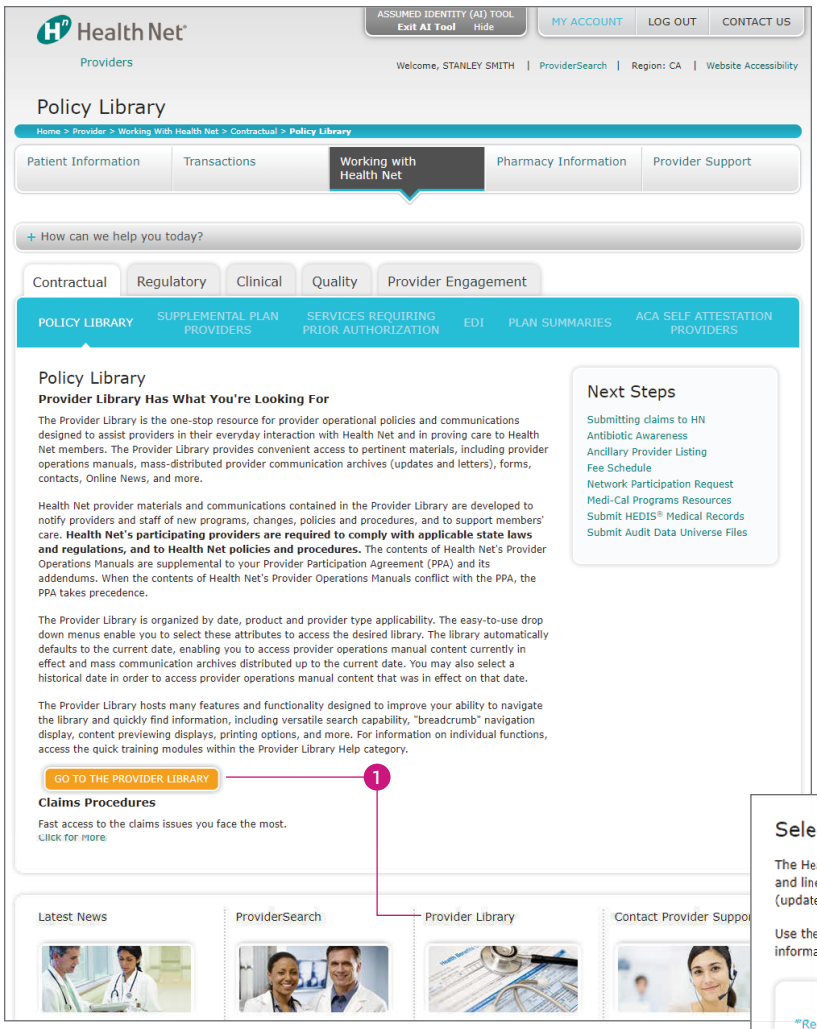
Search the entire library at once, or by category.

- Use as few as three characters.
- View content for relevance.
- Navigate paths to found items.

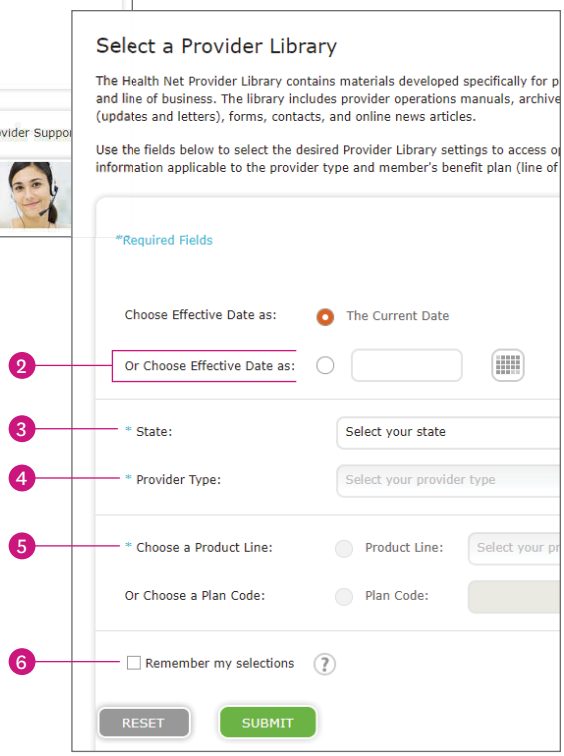
Know where you are at all times

You are here displays your location within the library. Return to a previous section using this breadcrumb.

5 Easy Steps to Access the Provider Library



Access the Provider Library online at **provider.healthnet.com**.



STEP 1: Log in to **provider.healthnet.com** and select *Working with Health Net > Contractual > Policy Library > Go To The Provider Library* or select the Provider Library link at the bottom of the provider home page.

STEP 2: The date auto defaults to the Current Date option, unless a specific date is entered.

STEP 3: Select a state.

STEP 4: Select your provider type.

STEP 5: Select the line of business desired.

STEP 6: (Optional) Check *the Remember my selections* box to return to the same library you selected earlier.

Provider Library

Use these Tips to Navigate the Provider Library

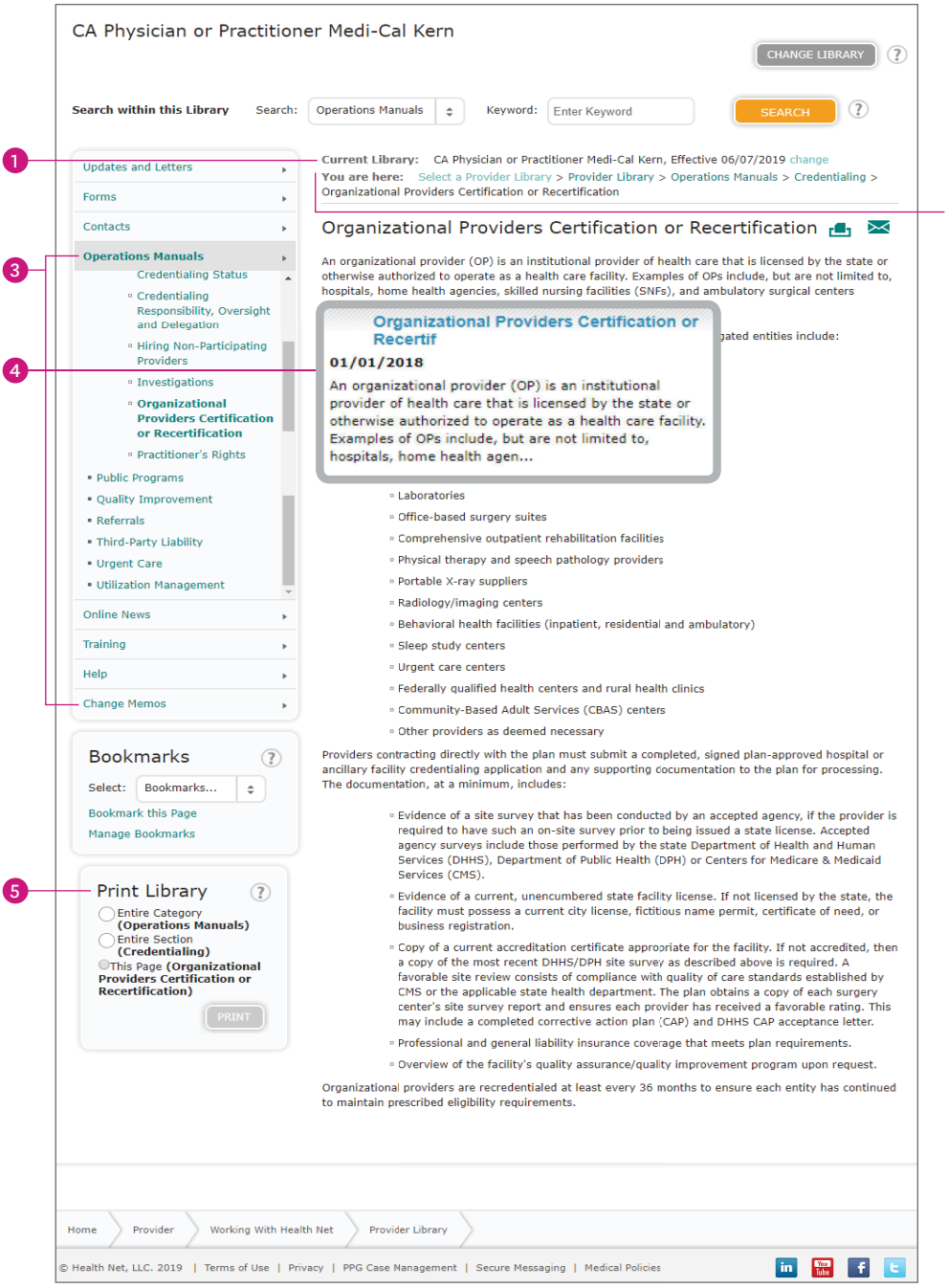
1 Current library
Displays the chosen library.

2 You are here
This breadcrumb shows the path for the current location in the library. Click on the highlighted sections of the path to return to that section or document.

3 Library menu
Use the left-side menu to open folders with documents and subfolders. Your selected item is highlighted and its content appears in the main window. To view another document, select another item in the library.

4 Content fly-out
If you hover your cursor over a menu item, the text displays as a fly-out message. Use it to scan documents to see if it's relevant to your search.

5 Print
Print a document or section of the operations manual (includes associated forms and contacts). Content is subject to change; make sure to access the website for the most current documents.



6 Change library

All documents in the library are tied to the specific traits, such as product line, provider type, effective date, and state. To view another library, select the *Change Library* button.

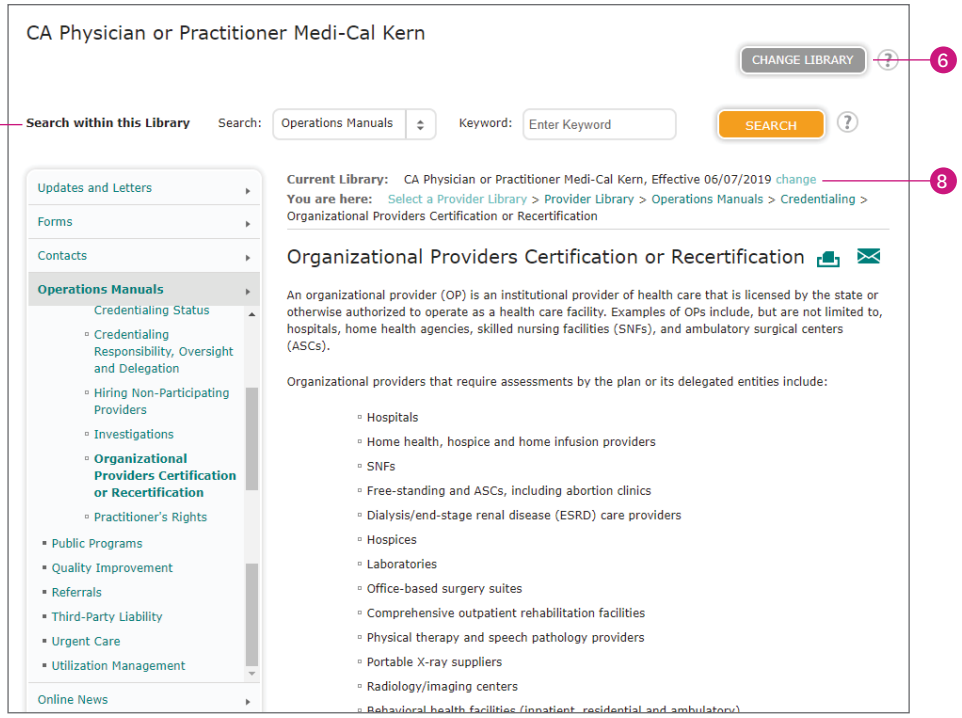
While in the current library, you can change one or more traits to select a new library. Select the *Submit* button to launch.

Or you can change the library using the *change* link, next to current library.

7 Search within this library

Search for content by using the drop-down menu to choose a category, such as operations manual or updates. You may also use All Categories to search the entire library.

- Use a key word, numbers or short phrases with no less than three characters. Select *Search* to find those items. The results appear in the main window as a list.
  - It may include documents, forms, updates, or other items with the key word or phrase. The path shows where to locate the item, and some text that contains the search string.
  - Scan the text to see if it's relevant. Click on the title to view the document.
- To return, use your browser's back button.



8 Change effective date

To view content with a past date, select the *change* link to enter the date in an mm/dd/yyyy format. Or use the calendar feature. The chosen date appears at the top of the page in the *Current Library* path.

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