PROVIDER*Update*

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Health Net®

Go Online for Updated Medi-Cal Provider Materials

View info to help meet the health care needs of members

You can look at any of the materials listed below in two easy steps!

1   Log in to the Health Net* provider website. Go to provider.healthnet.com.

2   **Follow this path.** *Provider Support > New Provider Onboarding Packets > Health Net Medi-Cal New Provider Resources*.

Once logged on, find what you need with the click of a button

- **Medi-Cal Operations Guide** – Gives an overview of the managed care Medi-Cal plan and includes basic information about public health programs, Medi-Cal services, provider responsibilities.
- **Stay Up on the Latest Info with the Provider Library brochure** – Find out how to navigate and search the Provider Library to access provider operations manuals, provider communications (updates and letters), forms, contacts, and Online News.
- **Use Online Tools to Find What You Need, When You Need It brochure** – Describes online functions and provides paths to submit claims, verify member eligibility, get reports, and access resources.
- **Help Your Patients Achieve Better Health Outcomes provider update** – Learn about the health plan's multifaceted Quality Management program, including its quality improvement (QI) processes.
- **Free Interpreter Services flyer** – Refer to this flyer for information on no-cost telephone and onsite medical interpreter services.
- **ICE Toolkit – Better Communication, Better Care: Provider Tools to Care for Diverse Populations** – Get tools and resources to care for and interact with diverse populations in this toolkit.
- **Medi-Cal Pharmacy Benefit Information brochure** – Refer to this brochure to request medication prior authorization, access pharmacy services, and benefits, and find pharmacy contacts.
- **Medi-Cal Member Rights and Responsibilities flyer** – Learn about the member's relationships with the plan and its practitioners and providers.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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
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