

PROVIDER Update

NEWS & ANNOUNCEMENTS

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UPDATE 19-793

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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 provider website. Go to provider.healthnet.com.
- 2 **Follow this path.** *Provider Support > New Provider Onboarding Packets > CalViva Health 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 CalViva Health 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 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