

# The **New** Provider Portal is Launching Soon!

As previously communicated, we delayed the launch of the new provider portal at **provider.healthnetcalifornia.com** because of technical difficulties. These technical difficulties created a sub-par experience for our providers. All identified issues have been resolved.

We are pleased to report that the new provider portal at **provider.healthnetcalifornia.com** will launch on November 18, 2021.



## Learn about the new portal: register for a webinar

If you've already attended a webinar, you do not need to join another one unless you'd like to. Everything you've already learned remains the same.

Follow the steps below to register:

1. Select the URL for the webinar you would like to attend below.
2. Choose a topic and date that fits your schedule.
3. Once registered, you will be provided with a webinar identification (ID).
4. Add the webinar to your calendar.
5. Resource materials and links to the webinar recording will be distributed by email after the webinar.

On **November 18, 2021**, post-login content from **provider.healthnet.com** moves to **provider.healthnetcalifornia.com**. Watch for another communication on the day of launch.

Topic	Description	URL
<b>Overview</b>	Overview of all provider portal operations.	<a href="https://rebrand.ly/FMOverview">https://rebrand.ly/FMOverview</a>
<b>Authorizations</b>	A detailed review of the authorization process.	<a href="https://rebrand.ly/FMAuth">https://rebrand.ly/FMAuth</a>
<b>Claims</b>	A detailed review of the claims process.	<a href="https://rebrand.ly/FMClaims">https://rebrand.ly/FMClaims</a>
<b>Patient Information</b>	A detailed review of patient information.	<a href="https://rebrand.ly/FMPatient">https://rebrand.ly/FMPatient</a>
<b>Questions and Answers</b>	Open question and answer session with subject matter experts.	<a href="https://rebrand.ly/FMOpen">https://rebrand.ly/FMOpen</a>

(continued)

## Download the provider portal reference guide

We have created a reference guide to complement the webinar trainings. To download the guide:

1. Go to [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com).
2. Choose a line of business.
3. Select *Education and Other Materials*.
4. Then select *Save Time Navigating the Provider Portal*.

## You must be registered to use [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com)

If you already have an account on <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	If you are new to <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>
You <b>do not need to register</b> . Starting November 18, 2021, visit <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a> for all post-login needs. <sup>1</sup>	You must register for an account through <a href="https://provider.healthnet.com">provider.healthnet.com</a> . Follow the steps in the “Steps to register for an account” section on the right side of this page.

<sup>1</sup>All of the products you are contracted for will be available to you. Reach out to your Provider Relations representative if you believe the products listed are incorrect.

## Questions?

For webinar questions, contact [partnersinperformance@healthnet.com](mailto:partnersinperformance@healthnet.com).

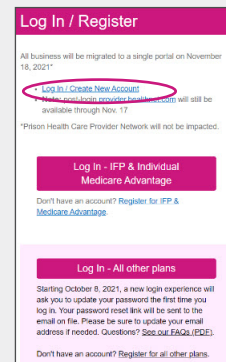
For questions regarding registering for a new account or this migration, contact CalViva Health at 888-893-1569.

## Steps to register for an account

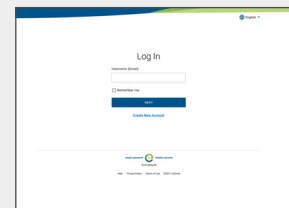
- 1 Go to [provider.healthnet.com](https://provider.healthnet.com).

! Providers logging in to [provider.healthnet.com](https://provider.healthnet.com) may be prompted to change their password as an extra security measure. Your password reset link will be sent to the email on file. Update your email address if needed.

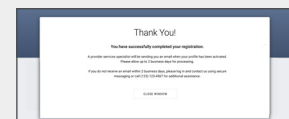
- 2 Select *Register for a new account*. The link will take you to [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com) to register for your new account.



- 3 Select *Create An Account*.



- 4 Follow the prompts until registration is complete.



CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services.

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