

PROVIDER Update



NEWS & ANNOUNCEMENTS | JUNE 7, 2024 | UPDATE 24-590 | 3 PAGES

Access Resources and Self-Service Tools Online

Learn what is available on the provider portal to help you do business with us

On January 1, 2024, the administration of behavioral health services transitioned from MHN to Health Net of California, Inc. (Health Net*). This transition may have resulted in provider portal changes that impact your work with Health Net. You can access online resources with the following:

- Public website (pre-log in): provider.healthnet.com
- Secure provider portal: provider.healthnetcalifornia.com

Secure provider portal registration

If you don't have an account on provider.healthnetcalifornia.com, you must register for an account to access member information. Registration is simple:

- 1 Go to provider.healthnetcalifornia.com.
- 2 Select *Create New Account*.
- 3 Follow the prompts until registration is complete.

For questions or assistance on how to create or manage your account on the secure portal, contact our Internet Response Team at 866-458-1047.

Here's a list of what you can do online

Refer to the table on pages 2-3 for online resources that are available based on lines of business.

Additional information

If you have questions regarding the information contained in this update, contact Behavioral Health Provider Services at 844-966-0298.

THIS UPDATE APPLIES TO:

- Behavioral Health Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter PPO
- Employer/Group
 - HMO/POS
 - PPO
- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)
- Medi-Cal
 - Amador
 - Calaveras
 - Inyo
 - Los Angeles
 - Mono
 - Sacramento
 - San Joaquin
 - Stanislaus
 - Tulare
 - Tuolumne

PROVIDER SERVICES

Behavioral Health providers –
844-966-0298

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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	Lines of Business	
	<ul style="list-style-type: none"> • Individual & Family Plans – IFP (Ambetter HMO and PPO) • Medicare (individual) 	<ul style="list-style-type: none"> • Commercial (Employer Group HMO/POS and PPO) • Medicare (employer group) • Medi-Cal
Member eligibility and benefit checks	<p>provider.healthnetcalifornia.com</p> <p>Verify member eligibility:</p> <ol style="list-style-type: none"> 1. Log in and select the applicable line of business from the drop-down menu > <i>Go</i>. 2. Select <i>Eligibility</i> at the top of the page > <i>Eligibility Check</i>. 3. Fill in the required information under <i>Quick Eligibility Check</i> to view the member’s information. <p>The member’s Schedule of Benefits (available for all plans except Medi-Cal) allows you to see a summary of services that may be covered under their plan, including plan deductible, copayment and any out-of-pocket maximums.</p> <p>Once you have checked the patient’s eligibility, select the member’s name in the blue hyperlink > <i>Schedule of Benefits</i> or <i>Cost Sharing</i> located in the left-hand column.</p>	
View and submit claims	<p>provider.healthnetcalifornia.com</p> <ol style="list-style-type: none"> 1. Log in and select the applicable line of business from the drop-down menu > <i>Go</i>. 2. Once you have checked the member’s eligibility, select <i>Claims</i> in the left-hand column. The Claims tab of the member record allows you to view any recent claims for the member and create a new claim. <p>Select the green Create a New Claim button to begin a new claim for the member.</p>	<p>provider.healthnetcalifornia.com</p> <p>View claims status by:</p> <ol style="list-style-type: none"> 1. Logging in and selecting the applicable line of business from the drop-down menu > <i>Go</i>. 2. Once you have checked the member’s eligibility, select <i>Claims</i> located in the left-hand column. The Claims tab of the member record allows you to view any recent claims for the member. <p>Online claims submission is not currently available on the Health Net portal for Commercial (Employer Group HMO, POS and PPO), Medicare (employer group) or Medi-Cal. However, you may submit electronic claims through Availity or your practice management system.</p>
Provider disputes and appeals	<p>provider.healthnet.com</p> <p>Find information on provider disputes, such as timeline and submission information, including the <i>Behavioral Health Provider Dispute Resolution Request</i> form.</p> <p>Go to <i>Working with Health Net</i>. Under <i>Additional Resources</i>, select <i>Provider Dispute Resolution Process</i>.</p>	

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Medical policies	<p>provider.healthnet.com</p> <p>Evidence-based medical policies support you in making correct utilization and care management choices related to requests for services for members.</p> <p>Access medical polices under <i>Resources For You</i>.</p>	
Provider Directory	<p>mhn.com</p> <p>Find the most current list of network behavioral health providers for members in the online provider directory. Select <i>Find a Provider</i>, then choose option by benefit selection and Health Net Plan type, service type, distance or provider attributes and location.</p> <p>Future instruction updates for accessing behavioral health directory data online will be communicated in the 3rd quarter of 2024. Refer to the provider directory at mhn.com in the interim.</p>	
Provider operations manual	<p>providerlibrary.healthnetcalifornia.com</p> <p>The operations manual contains essential information for behavioral health providers, such as contacts, practitioner responsibilities, availability standards, billing and reimbursement, compliance, utilization management and more.</p> <p>Once in the Provider Library, select the applicable line of business and go to <i>Behavioral Health Provider Operations Manual</i> in the left-hand column.</p>	