

Your Access to the Portal Is More Secure with a Single Sign-on Password

Effective October 8, reset your password on provider.healthnetcalifornia.com to experience the benefits from a single sign-on

Benefits of the new single-password login:

- ✔ Allows for one password for all accounts using the same email.
- ✔ Gives you more control. You can now unlock your own account.
- ✔ Improves your account management and security.
- ✔ Provides email verification instead of security questions and codes.



Who is impacted?

- Providers who are registered on provider.healthnetcalifornia.com.
- Providers **currently using provider.healthnet.com** who have registered on provider.healthnetcalifornia.com in preparation for the upcoming migration to the new portal.

Additional information

For questions regarding password reset, contact the applicable Health Net Provider Services Center within 60 days at:

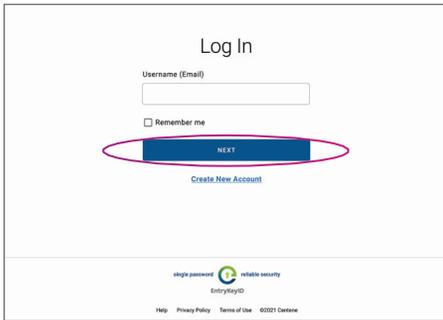
Line of Business	Phone number	Provider portal	Email address
EnhancedCare PPO (IFP)	844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
EnhancedCare PPO (SBG)	844-463-8188	provider.healthnet.com	
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	800-641-7761	provider.healthnet.com	
IFP (CommunityCare HMO, PPO, PureCare HSP, & PureCare One EPO)	888-926-2164	provider.healthnetcalifornia.com	
Medicare (Individual)	800-929-9224	provider.healthnetcalifornia.com	
Medicare (Employer Group)	800-929-9224	provider.healthnet.com	
Cal MediConnect Los Angeles County San Diego County	855-464-3571 855-464-3572	provider.healthnet.com provider.healthnet.com	
Medi-Cal	800-675-6110	provider.healthnet.com	N/A

! Refer to page 2 for steps on how to change your password.

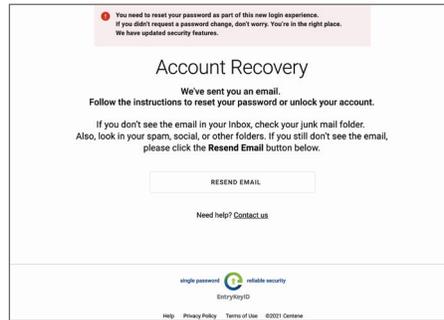
Steps to change your password

Follow the steps below to change your password effective **October 8**.

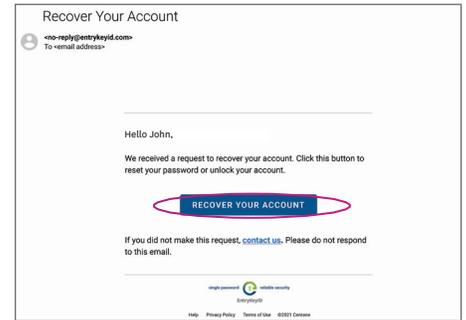
1 Enter current email address at the Log In screen and select *Next*.



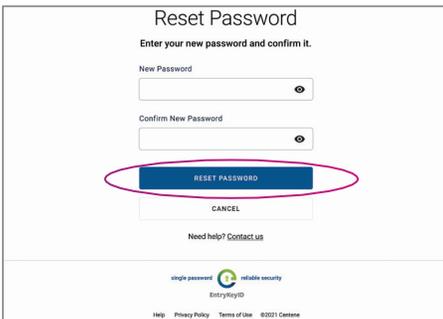
2 You are then taken to Account Recovery to reset your password.



3 Check for the email. Select *Recover Your Account*.



4 Enter your new password on the Reset Password screen and select *Reset Password*.



5 You will get the reset password Success! screen followed by a confirmation email. Select *Log In* to log into your account.

