

# 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.

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nproves your account anagement 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	
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, &	888-926-2164	provider.healthnetcalifornia.com	
PureCare One EPO)			provider convices@healthnat.com
Medicare (Individual)	800-929-9224	provider.healthnetcalifornia.com	
Medicare (Employer Group)	800-929-9224	provider.healthnet.com	
Cal MediConnect			
Los Angeles County	855-464-3571	provider.healthnet.com	
San Diego County	855-464-3572	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.

Action is required!

#### 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.



- 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.



Recover Yo	ur Account
<no-reply@entrykeyic To <email address=""></email></no-reply@entrykeyic 	1.com>
	Hello John,
	We received a request to recover your account. Click this button to reset your password or unlock your account.
	If you did not make this request, <u>contact us</u> . Please do not respond to this email.
	single password Drifty/Hog/ID
	Male. Drivers Driver, Tarma of Tita. (2020) Cantana





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