

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 CalViva Health at 888-893-1569.

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

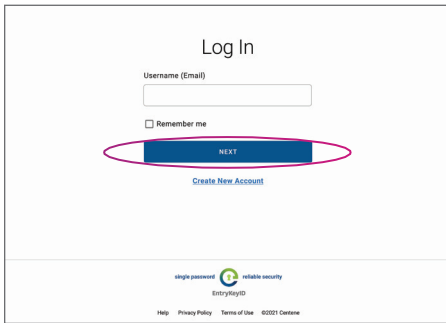


Action is required!

Steps to change your password

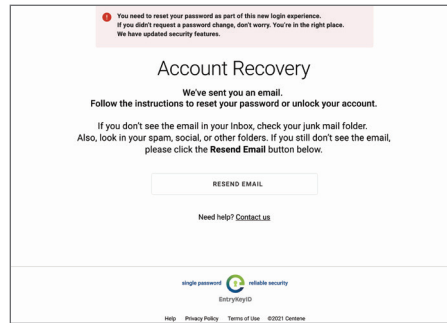
Follow the steps below to change your password effective **October 8.**

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



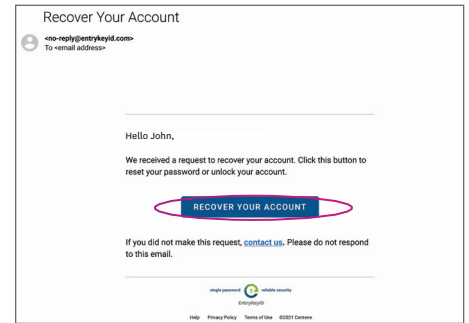
The screenshot shows the 'Log In' page with a 'Username (Email)' input field, a 'Remember me' checkbox, and a blue 'NEXT' button circled in pink. Below the button is a link for 'Create New Account'. The footer includes the 'single password' logo, 'EntryKeyID', and 'reliable security' text, along with links for 'Help', 'Privacy Policy', 'Terms of Use', and '©2021 Centene'.

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



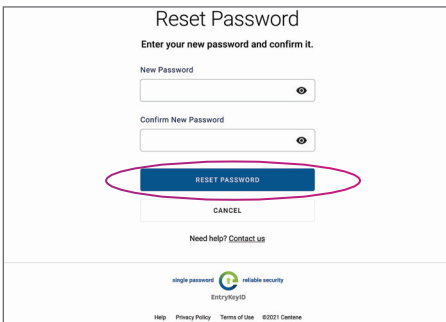
The screenshot shows the 'Account Recovery' page with a red warning banner at the top. Below the title, there are instructions to follow the email instructions. A blue 'RESEND EMAIL' button is circled in pink. Below it is a link for 'Need help? Contact us'. The footer is identical to the previous screen.

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



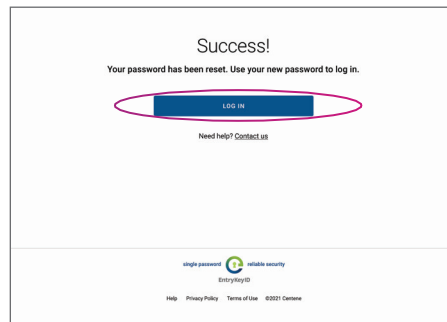
The screenshot shows an email titled 'Recover Your Account' from 'no-reply@entrykeyid.com'. The body text says 'Hello John, We received a request to recover your account. Click this button to reset your password or unlock your account.' A blue 'RECOVER YOUR ACCOUNT' button is circled in pink. Below it is a link for 'If you did not make this request, contact us'. The footer is identical to the previous screens.

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



The screenshot shows the 'Reset Password' page with the instruction 'Enter your new password and confirm it.' There are two input fields for 'New Password' and 'Confirm New Password'. A blue 'RESET PASSWORD' button is circled in pink. Below it is a 'CANCEL' button and a link for 'Need help? Contact us'. The footer is identical to the previous screens.

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



The screenshot shows the 'Success!' page with the message 'Your password has been reset. Use your new password to log in.' A blue 'LOG IN' button is circled in pink. Below it is a link for 'Need help? Contact us'. The footer is identical to the previous screens.

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