It's Almost Here – One Provider Portal for All Your Needs!

Learn about the new portal *and useful tools to help you manage your patients' health*
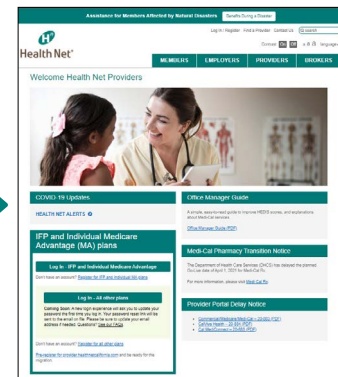
When we're making the change and why

On **June 17, 2021,** we are migrating **post-login** content from **provider.healthnet.com** to **provider.healthnetcalifornia.com.** You now have access to one secure post-login platform with easy-to-use tools to manage the health of your patients. This change also enables us to make improvements more quickly and helps you do business more efficiently.

What's not changing?

Provider.healthnet.com is still your main **pre-login** portal to access important information without having to log in to your account, including:
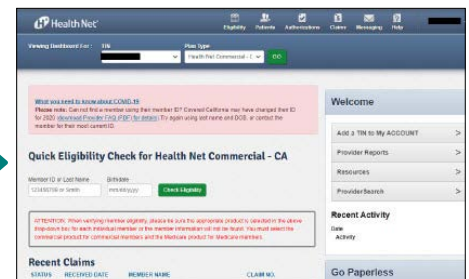
- Claims submissions (for providers already using provider.healthnetcalifornia.com).
- Pharmacy coverage, such as drug lists and prior authorizations.
- Medical policies.
- General FAQs on topics, such as encounters, member benefits and eligibility.
- Webinar calendars.

What's changing?

Your **post-login** content on **provider.healthnet.com** is migrating to **provider.healthnetcalifornia.com.** The new improved portal provides:

- Simplified views of various screens, options and functions.
- Easy-to-follow registration process with a progress indicator.
- Quick access to member eligibility check and overview of recent claims activity.
- Document Resource Center that allows providers to attach additional documents.
- Authorization views with multiple functions, such as filtering and obtaining additional details when needed.
- Claims views and submission functions, such as ability to submit individual or batch claims (for providers not already using provider.healthnetcalifornia.com).

(continued)

PROVIDER COMMUNICATIONS

Coverage for every stage of life™

Registration for the new portal is open

If you already have an account on provider.healthnetcalifornia.com	If you are new to provider.healthnetcalifornia.com
You **do not need to register.** Starting June 17, 2021, visit **provider.healthnetcalifornia.com** for all post-login needs.[1]	You must register for an account through **provider.healthnet.com.** Follow the steps on the right.

Join a webinar to learn more

Webinars begin in May 2021. There are four sets of webinars with multiple dates available.

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.

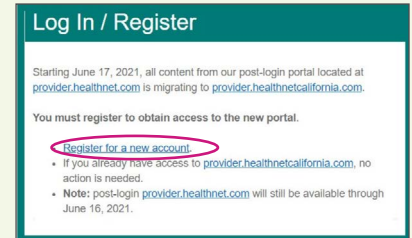| Topic	Description	URL
Overview	Overview of all provider portal operations.	https://rebrand.ly/FMOverview
In Depth – Prior Authorization	A detailed review of the authorization process.	https://rebrand.ly/FMAuth
In Depth – Claims	A detailed review of the claims process.	https://rebrand.ly/FMClaims
In Depth – Patient Information	A detailed review of patient information.	https://rebrand.ly/FMPatient
Questions and Answers	Open question and answer session with subject matter experts.	https://rebrand.ly/FMOpen

Questions?

For webinar questions, contact **partnersinperformance@healthnet.com.**

For questions regarding registration or this transition, contact the applicable Health Net* Provider Services Center within 60 days at:
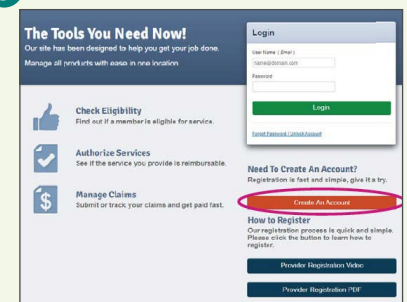
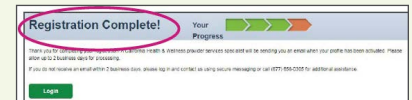| Line of Business	Telephone Number
EnhancedCare PPO (IFP and SBG)	**844-463-8188**
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	**800-641-7761**
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	**888-926-2164**
Medicare (Individual and Employer Group)	**800-929-9224**
Medi-Cal	**800-675-6110**

Steps to register your account

1 Go to **provider.healthnet.com.**

2 Select *Register for a new account.* The link will take you to **provider.healthnetcalifornia.com** to register for your new account.

3 Select *Create An Account.*

4 Follow the prompts until registration is complete.

[1]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.