



Find Your Provider Communications Online!

AS OF JULY 2021, YOUR MONTHLY PROVIDER UPDATE WILL INCLUDE MORE TYPES OF PROVIDER COMMUNICATIONS OTHER THAN NEWS & ANNOUNCEMENTS

Beginning in June, you can go to the online Provider Library for immediate access to select contractual, regulatory and legislative provider communications. This will help cut down on the volume of provider communications you receive from us by fax, mail or email. It also aligns with the process we follow today for select News & Announcements communications to providers.

Provider communications fall into four categories

The topics we communicate to providers about are grouped into the types of communications below:

Type	Description	Example
Contractual	Topics referenced in the plan's contract with the provider.	Changes regarding claims processing or eligibility reporting.
Legislative	Topics generated from assembly or senate bills, or other legislation.	New law that requires a new benefit or change to an existing benefit for members.
Regulatory	Topics generated by a regulatory entity, such as the Department of Managed Health Care, Department of Health Care Services or Centers for Medicare & Medicaid Services.	An All Plan Letter (APL) that has a direct impact on providers.
News & Announcements	Topics that help providers to conduct business with Health Net* or CalViva Health, or to provide care to CalViva Health members.	Resources available to providers to help their patients learn about a health condition.



We will continue to fax, mail and email certain communications!

Not all provider communications can only be posted online. You will continue to receive targeted communications from us by fax, mail and email that:

- Are time sensitive.
- Require advance notice to providers.
- Must be faxed, mailed or emailed to providers, as required by the provider's contract or a regulatory requirement.

Monthly provider updates inform you about communications posted online

We will fax, mail or email a provider update each month that notifies you of communications posted in the Provider Library in the preceding month. The update will include:

- Instructions on how to access the communications posted in the library.
- A table that lists communications that have been posted in the library in the prior month, including:
 - The posting date.
 - The material number and title.
 - Type of notice (Contractual, Regulatory, Legislative, or News & Announcements).
 - Applicable audience and counties.
 - A summary of the communication.

(continued)

Go to the Provider Library to view communications online in real time

1. Log on to **provider.healthnet.com**,¹ scroll to the bottom and select the *Provider Library* tile.

OR

Go to **providerlibrary.healthnetcalifornia.com**.

2. Select a line of business.

3. Select *Update and Letters*.

4. Scroll through the postings by material number and title, and select one to view the posting in full.

Check the Provider Library often to view communications recently posted



Reminder!

While in the Provider Library, you can also access your Medi-Cal provider operations manual, forms, department contact information, and more.



Additional information

If you have questions regarding the posting of provider communications in the Provider Library or how to access them, contact CalViva Health at **888-893-1569**.

HealthNet.com

PROVIDER LOGIN LINE OF BUSINESS

MEDI-CAL

COVID-19 Provider Alerts

Provider Manual

Updates and Letters

Forms and References

Education, Training and Other Materials

Contacts

Glossary

Provider Pulse Newsletter

Updates and Letters

Amendments to the information in these manuals are made through updates or signed letters distributed by fax, the United States Postal Service or other carrier and email.

2018 UPDATES AND LETTERS

2019 UPDATES AND LETTERS

UPDATES AND LETTERS FROM 2020 GOING FORWARD

April

21-261 CHANGES TO TEAMS AND PROCESSES THAT MAKE IT EASIER FOR YOU TO DO YOUR JOB
04/19/21
Spring Provider Pulse 2021

When you select this communication in the Provider Library ... it expands to show you the entire online posting.

HealthNet.com

PROVIDER LOGIN LINE OF BUSINESS

News

21-261 Changes to Teams and Processes That Make It Easier for You to Do Your Job

Date: 04/19/21

This information applies to Physicians and Participating Physician Groups (PPGs).

This information applies to Medi-Cal in Fresno, Kings and Madera counties.

Check out the [spring 2021](#) issue of *Provider Pulse* provider newsletter

In the spring issue, learn how we're working to help you and our shared members during the COVID-19 pandemic. You'll also see how we've engaged your local communities through local, regional and statewide programs and supports.

Topics covered in this issue include:

- Improved scores on the 2020 Provider Satisfaction Survey
- Improved programs and processes for claims
- The Cozeva® platform
- We've waived an eligibility requirement for Medi-Cal provider incentives
- COVID-19 vaccine strategy, access and education information
- Grants to increase Medi-Cal enrollment
- Supporting providers and their communities during the pandemic

Stay tuned for more news to help you stay connected in the summer 2021 issue of *Provider Pulse* that will be released and available online in July.

Additional information

Providers are encouraged to access the [provider portal](#) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

¹Post-log in content is migrating from **provider.healthnet.com** to **provider.healthnetcalifornia.com** on **June 17, 2021**.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.