



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:

Туре	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.

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.



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.

(continued)

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

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

OR

Health Net

MEDI-CAL

COVID-19 Prov

Rrovider Manual

Updates and Lette

Forms and References Education, Training and Other

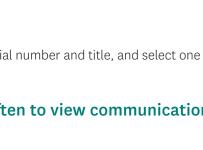
Contacts

Go to providerlibrary.healthnetcalifornia.com.

PROVIDER LOGIN

- 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



HealthNet.com Q search

LINE OF BUSINESS

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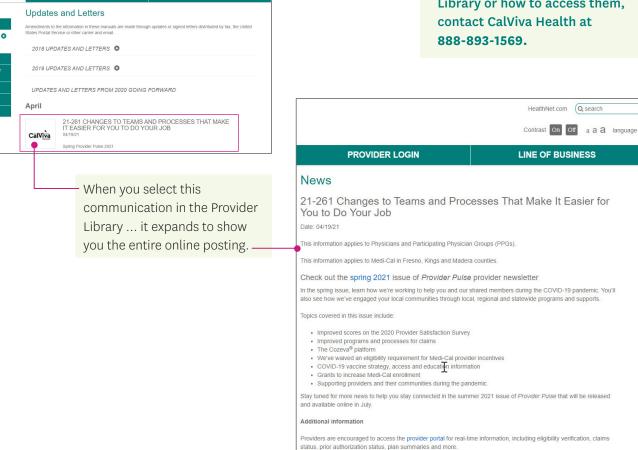


Reminder!

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.



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.