

# 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
<b>Contractual</b>	Topics referenced in the plan's contract with the provider.	Changes regarding claims processing or eligibility reporting.
<b>Legislative</b>	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.
<b>Regulatory</b>	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.
<b>News &amp; Announcements</b>	Topics that help providers to conduct business with Health Net* or to provide care to 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.

(continued)



**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.

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

1. Log on to **provider.healthnet.com**,<sup>1</sup> 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

HealthNet.com

PROVIDER LOGIN | LINE OF BUSINESS

Updates and Letters

2018 UPDATES AND LETTERS

2019 UPDATES AND LETTERS

UPDATES AND LETTERS FROM 2020 GOING FORWARD

April

21-291 NEW MEDICATIONS ADDED TO THE PRIOR AUTHORIZATION REQUIREMENTS LIST  
04/13/21

Medications requiring PA immediately for all products

**21-289 PROCESS CHANGE FOR COMMUNITY-BASED ADULT SERVICES (CBAS)**  
04/13/21

Notification and prior auth process changes take effect June 17, 2021

21-283 WE CAN HELP YOUR PATIENTS GET VACCINATED AGAINST COVID-19  
04/07/21

On April 6, we started contacting your patients with information about scheduling COVID-19 vaccine appointments.

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

PROVIDER LOGIN | LINE OF BUSINESS

News

**21-289 Process Change for Community-Based Adult Services (CBAS)**

Date: 04/13/21

New process for submitting notifications and prior authorization requests

Starting June 17, 2021, all notifications and prior authorizations for Community-Based Adult Services (CBAS) **must** be submitted using the **provider portal**. As of June 17, 2021, notifications and prior authorizations will **no longer** be accepted via fax.

**Webinar trainings**

Webinar trainings will be available in May. Information regarding these trainings will be provided soon.

**Notification and prior authorization requirements**

Below are the requirements for notifications and prior authorizations.

CBAS	REQUIREMENT
1-5 visits per week	Notification is required
More than five visits per week	Prior authorization is required

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

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## Reminder!

While in the Provider Library, you can also access your Cal MediConnect (Medicare-Medicaid plan) 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 the Health Net Cal MediConnect Provider Services Center by county at:

**Los Angeles County**  
855-464-3571

**San Diego County**  
855-464-3572