Access the Electronic Provider Library For Important Information in Real Time
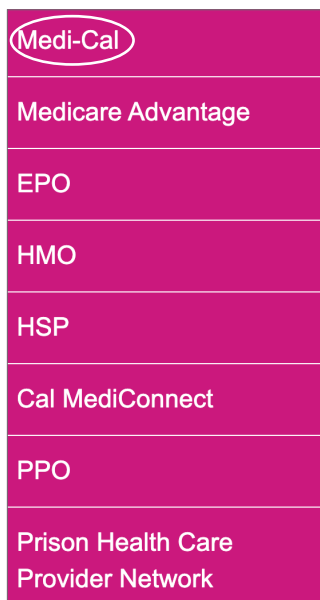
Go to *providerlibrary.healthnetcalifornia.com* to access:

- Provider Manuals
- Updates and Letters
- Forms and References
- Education, Training and Other Materials

- Health Equity, Cultural and Linguistics Resources
- Provider Pulse Newsletters
- Contacts
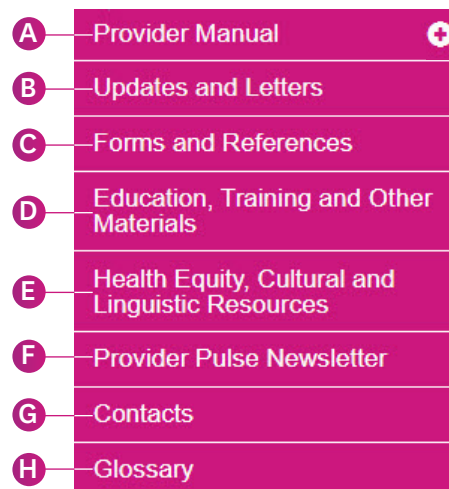- Glossary of health care-related and other terms

Follow the steps below to access the provider library.

Step 1: Select the *Medi-Cal* line of business.

Medi-Cal
Medicare Advantage
EPO
HMO
HSP
Cal MediConnect
PPO
Prison Health Care Provider Network

Step 2: Select a menu option.

- **A** — Provider Manual ⊕
- **B** — Updates and Letters
- **C** — Forms and References
- **D** — Education, Training and Other Materials
- **E** — Health Equity, Cultural and Linguistic Resources
- **F** — Provider Pulse Newsletter
- **G** — Contacts
- **H** — Glossary

(continued)

HealthNet.com

Ⓐ Provider Manual

Offers you access to important information to help you do business with us. To access the Medi-Cal Provider Manual, follow the steps below:

1. Use the links in the navigation bar on the left-hand side margin to get to the provider manual topic you are researching.

2. Refer to the *Provider Type* section for whom the document applies.

3. Refer to the *Counties Covered* section for a list of counties to which the document applies.

	PROVIDER LOGIN	LINE OF BUSINESS

Click to Configure Nav Logo

MEDI-CAL

COVID-19 Provider Alerts

Provider Manual ⊖

Adverse Childhood Experiences (ACEs)

Benefits ⊕

Claims and Provider Reimbursement ⊕

Claims Coding Policies ⊖

Miscellaneous Coding Policies

Add-On Codes

Allergy Services with Evaluation and Management Services

Assistant Surgeons (State Health Programs)

Basic Coding Guidelines

Bilateral Procedures

Bundled Services and Supplies (State Health Programs)

Clinical Payment Policies

Co-Surgeons (State Health Programs)

Global Surgery

Claims Coding Policies

Provider Type ②

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
- Ancillary

Counties Covered ③

- Fresno
- Kern
- Kings
- Los Angeles
- Madera
- Riverside
- Sacramento
- San Bernardino
- San Diego
- San Joaquin
- Stanislaus
- Tulare

This section describes Health Net's claims coding process and policies.

Select any subject below:

①
- Miscellaneous Coding Policies
- Add-On Codes
- Allergy Services with Evaluation and Management Services
- Assistant Surgeons (State Health Programs)
- Basic Coding Guidelines
- Bilateral Procedures
- Bundled Services and Supplies (State Health Programs)
- Clinical Payment Policies
- Co-Surgeons (State Health Programs)
- Global Surgery
- Incident to Services

4. Look for accordions on certain pages to provide more information. Click the plus sign to expand the topic.

Without a formal arrangement with a participating physician or facility, the lactation consultant is considered a non-participating provider and must contact Health Net prior to rendering service to confirm authorization and receive billing instructions.

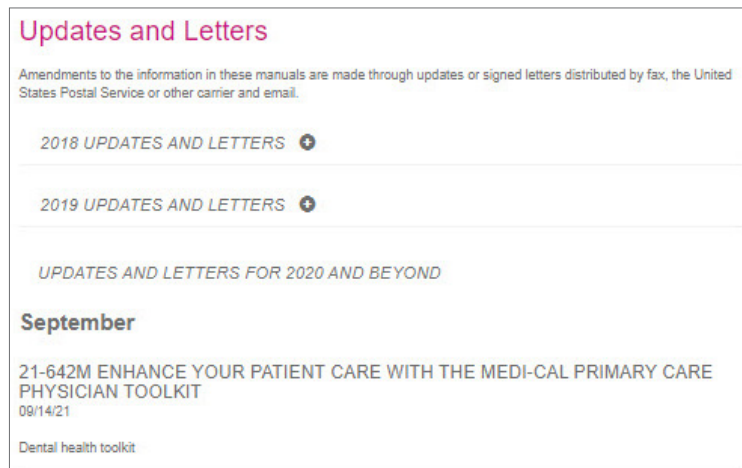*LACTATION DURABLE MEDICAL EQUIPMENT* ⊕

BREASTFEEDING PROMOTION TOOLKIT ⊕

MOTHER'S MILK BANK ⊕

THERAPEUTIC INFANT FORMULA ⊕

(continued)

Ⓑ Updates and Letters

Includes a collection of provider communications distributed to providers by fax, mail and email. Topics may be contractual, regulatory, legislative, or news and announcements.

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 FOR 2020 AND BEYOND

September

21-642M ENHANCE YOUR PATIENT CARE WITH THE MEDI-CAL PRIMARY CARE PHYSICIAN TOOLKIT
09/14/21

Dental health toolkit

Ⓒ Forms and References

Offers you quick access to forms, such as Prior Authorization and referral forms.

Ⓓ Education, Training and Other Materials

Includes materials, such as flyers, tip sheets and guides, to help you with your day-to-day business. Some of the topics include cancer screenings, diabetes care and cultural awareness.

Ⓔ Health Equity, Cultural and Linguistic Resources

Includes resources on how to improve health equity and deliver culturally competent care in diverse communities. Topics include a Health Literacy Resource Guide, suggestions to identify a patient's language needs, tips to provide care to people with disabilities, and support for vaccine-hesitant parents.

Ⓕ Provider Pulse Newsletter

A quarterly communication to providers that includes information on:

- Provider satisfaction, including claims, utilization management and provider relations.

- Population health.

- Community engagement and corporate giving.

- A high-level view of the plan's market highlights.

(continued)

(G) Contacts

Provides contact information for Health Net, CalViva Health and external public agencies and organizations.

(H) Glossary

Provides definitions for commonly used terms in the provider manual.

Questions?

For questions regarding the Provider Library, or to request a demo, contact **provider.communications@healthnet.com.**