Medi-Cal

Find the Latest News and Operational Information in the Provider Library

Use this guide to access the library content you need

How to access the Provider Library

OPTION 1

Use the simple steps below to access the library.

1. Log in to provider.healthnet.com.
2. From the home page, scroll to the bottom and select the *Provider Library* tile.

OPTION 2

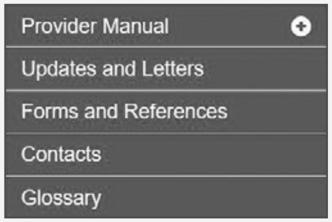
Go directly to the library at providerlibrary.healthnetcalifornia.com.

Questions?

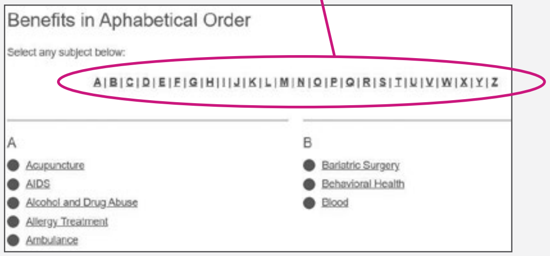
For questions regarding the Provider Library and operations manual, email **provider.communications@healthnet.com.**

What you'll see in the Provider Library

- **The library includes:**


Provider Manual
Updates and Letters
Forms and References
Contacts
Glossary

- **All lines of business** information can be accessed in the same place.
- In the operations manuals, the Benefits page is **alphabetized.**



Benefits in Aphabetical Order

Select any subject below:

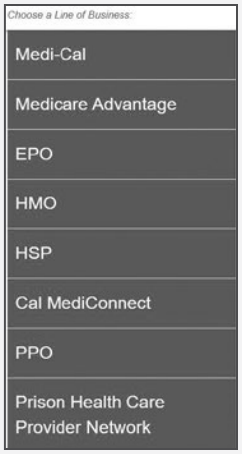
A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A

- Acupuncture
- AIDS
- Alcohol and Drug Abuse
- Allergy Treatment
- Ambulance

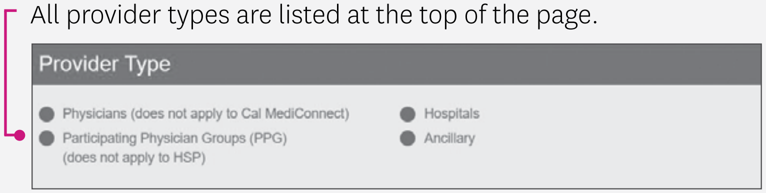
B

- Bariatric Surgery
- Behavioral Health
- Blood


Choose a Line of Business:
Medi-Cal
Medicare Advantage
EPO
HMO
HSP
Cal MediConnect
PPO
Prison Health Care Provider Network

(continued)

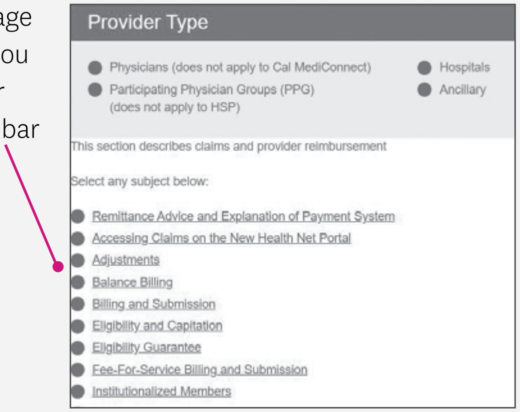
All provider types are listed at the top of the page.



Provider Type

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

- **Use links** on the page to get to the topic you are searching for, or the long navigation bar on the left.



Provider Type

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
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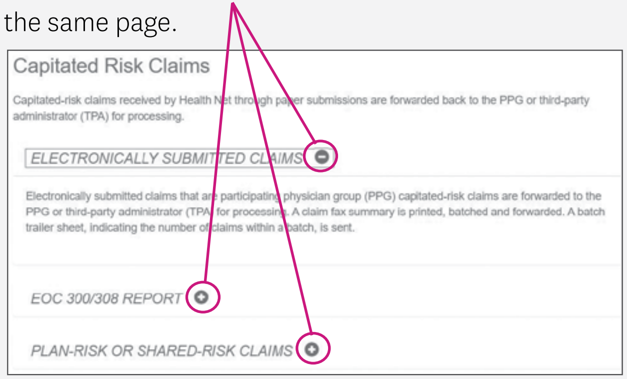
This section describes claims and provider reimbursement

Select any subject below:

- Remittance Advice and Explanation of Payment System
- Accessing Claims on the New Health Net Portal
- Adjustments
- Balance Billing
- Billing and Submission
- Eligibility and Capitation
- Eligibility Guarantee
- Fee-For-Service Billing and Submission
- Institutionalized Members

- Where available, **accordions** allow you to view all content on the same page.



Capitated Risk Claims

Capitated-risk claims received by Health Net through paper submissions are forwarded back to the PPG or third-party administrator (TPA) for processing.

ELECTRONICALLY SUBMITTED CLAIMS ⊖

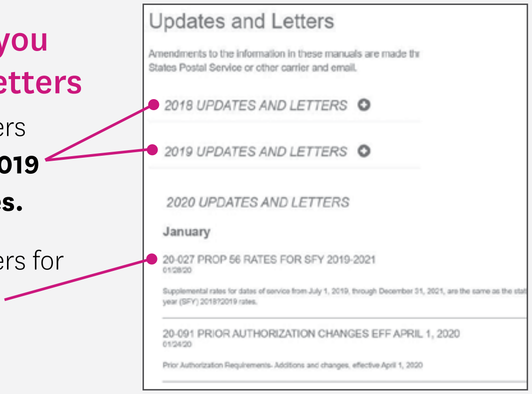
Electronically submitted claims that are participating physician group (PPG) capitated-risk claims are forwarded to the PPG or third-party administrator (TPA) for processing. A claim fax summary is printed, batched and forwarded. A batch trailer sheet, indicating the number of claims within a batch, is sent.

EOC 300/308 REPORT ⊕

PLAN-RISK OR SHARED-RISK CLAIMS ⊕

What you'll see when you access Updates and Letters

1. Provider updates and letters distributed in **2018 and 2019 are available as PDF files.**
2. Provider updates and letters for **2020 and beyond are in newsfeed format.**



Updates and Letters

Amendments to the information in these manuals are made thr
States Postal Service or other carrier and email.

2018 UPDATES AND LETTERS ⊕

2019 UPDATES AND LETTERS ⊕

2020 UPDATES AND LETTERS

January

20-027 PROP 56 RATES FOR SFY 2019-2021
01/28/20

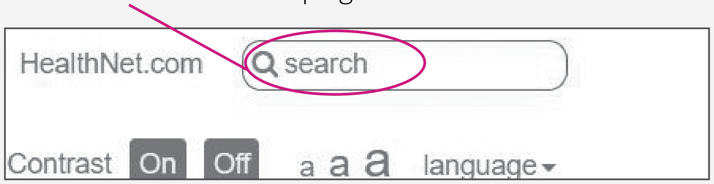
Supplemental rates for dates of service from July 1, 2019, through December 31, 2021, are the same as the stat
year (SFY) 2018?2019 rates.

20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020
01/24/20

Prior Authorization Requirements- Additions and changes, effective April 1, 2020

Need to search for something?

Search the entire library and all lines of business by using the **search function** at the top right corner.



Or, search just the page you are on:

1. Select *Ctrl* and *F* at the same time.
2. Type in words to search for.
3. Select *Enter*.

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