

# 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.



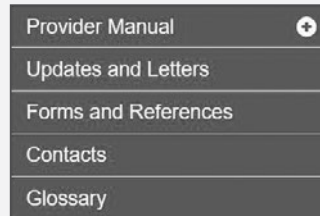
### Questions?

For questions regarding the Provider Library and operations manual, email [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com).

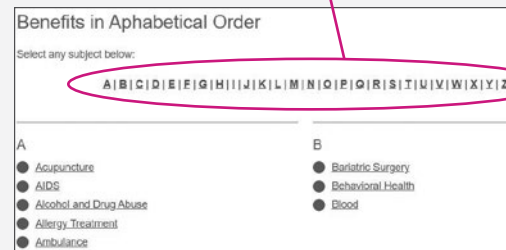
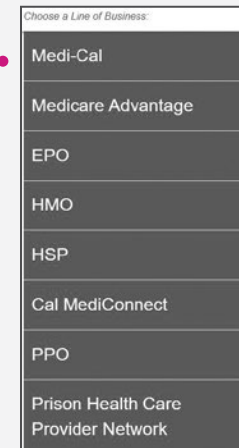


## What you'll see in the Provider Library

- **The library includes:**



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



(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)
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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 tax 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 by 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
- 20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020

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

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.

HealthNet.com

Contrast **On** **Off** a a a language ▾

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*.