

Your New Provider Portal Is Here!

Access provider.healthnetcalifornia.com for all your post-login needs

You can e	xpect	🔅 health net 👘 🐮 🖉	S S Claims Messaging Help
		Vewing Dashboard For : TIN Plan Type	
	An easier-to-use platform.	Note: Users may have lissues with accessing EOP (Explanation of Payments) PDFs and Information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fic this issue. Thank you for your patience as we improve our web sites to serve you better.	Welcome
		Due to the COVID-19 Pandemic, HealthNet and California Health & Wellness are extending prior subhorization requests from a three (3) month time span to a six (4) month time span. This is in order to allow our member the ability to schedule across with their annulate drump this unconcented from when must facilities and concentrations and the schedule across the schedule schedule across the schedule schedule across the sc	Add a TIN to My ACCOUNT > ProviderSearch >
		provides may have limited capacities. On a tomportry basis during the Pandemic, administration requests for DBE units or services, i.e. Organistic halfordial Supplements, Supplement Pandemic, administration requests for span will be reviewed and unbiteriorised addated by accommodate the set (6) month time span. If you experience is used with advintige provides addated by accommodate the set (6) month time span. If you experience is used with advintige provides addated by accommodate the set (6) month time span. If you experience is used with advintige provides addated by accommodate the provider bottle due to advince/adoin pan being extended interturing results as a diplication justice for any request to the Prior Authorization Fax Number on the Prior Authorization to list.	Recent Activity Date Activity
	Fewer clicks to find $\leftarrow \cdots \rightarrow$ what you need.	What you need to know about COVID-19: Please note: Cannot find a member using their member ID? Their plan and/or subscriber status may have changed from the previous year. Try again using last name and DOB, or contact the member to verify their current Member ID.	Quick Links Benefit Plan Factors (PDE)
		Quick Eligibility Check for Commercial	Benefit Plan Factors (XLSX) CA HN Fee Schedule (PDF)
		Quick Englishity check for commercial	CA HN Fee Schedule (XLSX)
		123456789 or Smith mml/dd/yyyy Check Eligibility	Continuing Education Calendar
	More self-service	ATTENTION: When verifying member eligibility, please be sure the appropriate product is selected in the above drop-down box for each individual member or the member information will not be found. You must select the	OI Corner Tools and Resources
	functions and tools.	commercial product for commercial members and the Medicare product for Medicare members. Recent Claims CLAIM NO C	Plan Summaries Go Paperless

STATUS RECEIVED DATE MEMBER NAM

Register to create an account on provider.healthnetcalifornia.com

If you already have an account on	If you are new to
provider.healthnetcalifornia.com	provider.healthnetcalifornia.com
You do not need to register. Visit provider.healthnetcalifornia.com for all post-login needs. ¹	You must register for an account through provider.healthnet.com. Follow the steps in the "Steps to register for an account" section on the next page.

¹All of the products you are contracted for will be available to you. Reach out to your Provider Relations representative if you believe the products listed are incorrect.

(continued)



Effective today:

- Visit provider.healthnetcalifornia.com for post-login content.
- Post-login content will no longer be available on provider.healthnet.com.

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It's not too late to learn more about this change

You still have time to register for a provider webinar and download the provider portal quick reference guide to help you manage your patients' health online.

Register for a webinar

There are still webinars available with multiple dates to choose from. If you've already attended one, you do not need to attend another one unless you'd like to. Everything you've already learned remains the same. Follow the steps below to register:

- 1. Select the URL for the webinar you would like to attend below.
- 2. Choose a topic and date that fits your schedule.
- 3. Once registered, you will be provided with a webinar identification (ID).
- 4. Add the webinar to your calendar.
- 5. Resource materials and links to the webinar recording will be distributed by email after the webinar.

Торіс	Description	URL
Overview	Overview of all provider portal operations.	https://rebrand.ly/FMOverview
Authorizations	A detailed review of the authorization process.	https://rebrand.ly/FMAuth
Claims	A detailed review of the claims process.	https://rebrand.ly/FMClaims
Patient Information	A detailed review of patient information.	https://rebrand.ly/FMPatient
Questions and Answers	Open question and answer session with subject matter experts.	https://rebrand.ly/FMOpen

Download the provider portal reference guide

To access the guide:

- 1. Go to providerlibrary.healthnetcalifornia.com.
- 2. Choose a line of business.
- 3. Select Education and Other Materials.
- 4. Then select Save Time Navigating the Provider Portal.

Questions?

For webinar questions, contact **partnersinperformance@healthnet.com**.

For questions regarding registering for a new account or this migration, contact the Provider Services Center within 60 days by email at provider_services@healthnet.com or by phone at 800-929-9224.

Steps to register for an account.

- Go to provider.healthnet.com Providers logging in to provider.healthnet.com may be prompted to change their password as an extra security measure. Your password reset link will be sent to the email on file. Update your email address if needed.
- 2 Select Register for a new account. The link will take you to provider.healthnetcalifornia.com to register for your new account.

On Nove	mber 18, 2021, all business migrated to one portal.*
Please u	pdate your bookmarks.
Registra	tion required to access the portal. If you already
have acc	ess, no action is needed.
Prison H	lealth Care Provider Network will not be impacted and
will contin	nue access on provider.healthnet.com.
	Log In / Register



4 Follow the prompts until registration is complete.

