

PROVIDERUpdate



NEWS & ANNOUNCEMENTS | FEBRUARY 25, 2025 | UPDATE 25-196 | 3 PAGES

Resources to Help You Easily Navigate the Availity Essentials Provider Portal

Explore tools and training to simplify core transactions and optimize your experience

As a reminder, Health Net* has partnered with Availity Essentials to offer select secure provider portal services¹, such as member eligibility and benefits check, submit and track claims, submit authorizations, and access specific payer resources.

To help you get started, refer to the below topics outlined in this communication:

- A crosswalk comparing the Availity Essentials functionalities specific to each health plan.
- Information on selecting a correct payer when checking for member eligibility and benefits.
- Prerecorded trainings on how to effectively use the Availity Essentials provider portal.
- Instructions on how to register for an Availity Essentials account, if you have not already.

Self-guided crosswalk

A crosswalk comparing Health Net's to the new Availity Essentials' functionalities was developed to help you transition from the Health Net secure provider portal to Availity Essentials.

1. Log in to Availity Essentials
2. Search for "Crosswalks for Centene health plans"
3. Expand the California section
4. Download the crosswalk(s) to learn more

THIS UPDATE APPLIES TO:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter PPO
- Employer Group
 - HMO/POS
 - PPO
- Wellcare By Health Net
 - Medicare Advantage (HMO)
 - Medicare Advantage (PPO)
- Medi-Cal
 - Amador
 - Calaveras
 - Inyo
 - Los Angeles
 - Mono
 - Sacramento
 - San Joaquin
 - Stanislaus
 - Tulare
 - Tuolumne

PROVIDER SERVICES

provider_services@healthnet.com

Ambetter from Health Net IFP

Ambetter HMO – 888-926-2164

Ambetter from Health Net IFP

Ambetter PPO – 844-463-8188

Health Net Employer Group

HMO, POS & PPO – 800-641-7761

Medicare (individual & employer group)

(Wellcare By Health Net) – 800-929-9224

Medicare Supplement – 800-641-7761

Medi-Cal (including CS and ECM providers)
– 800-675-6110

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

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Use the links in the following table to access crosswalks for Centene health plans.

- > Alabama
- > Arizona
- > Arkansas
- ✓ California

Health Plan	Crosswalk Topic
Health Net Commercial California	Health Net Commercial California Crosswalk and Success Guide
Health Net Community Solutions	Health Net Community Solutions Crosswalk and Success Guide
Health Net Medicare - California	Health Net Medicare - California Crosswalk and Success Guide

Be sure to select the correct Payer from the dropdown list when conducting an eligibility and benefit check on Availity Essentials provider portal for Health Net members. The payer selected should be based on the member's plan.

Eligibility & Benefits

Give Feedback

Fields marked with an asterisk * are required.

* Organization

Centene

* Payer

HEALTH NET

FREQUENTLY USED PAYERS

WELL CARE

AMBETTER HEALTH

HEALTH NET

OTHER PAYERS

CALIFORNIA HEALTH AND WELLNESS

WELL CARE BY HEALTH NET

Provider

Search for a provider by name, NPI, tax ID, taxonomy code, or address

* Provider NPI

Under the Medicare Payer, you are able to view the member's Medicare ID card. Currently, member ID cards are not available for Medi-Cal or Commercial (IFP (HMO, PPO); Employer Group (HMO/POS,PPO)) members.

The below recorded webinars are available now in the Availity Learning Center. To access these on-demand resources, log in to Availity Essentials and select ***Get Trained*** under **Help & Training**.

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How to register for an account

To create an account, follow the instructions in the table below. Your provider organization's designated Availity administrator is the person responsible for registering your organization in Availity Essentials and managing user accounts. This person should have legal authority to sign agreements for your organization.

If you...	Then...
Are the administrator	Go to Register and Get Started with Availity Essentials at www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/ Select <i>Get Started</i> . Follow the prompts until registration is complete. Once you have registered for an account, you will receive email communications from Availity Essentials about upcoming training webinars
Are not the administrator	Your designated Availity administrator will determine who needs access to Availity Essentials on behalf of your organization and will add and manage user accounts.
Are not sure who is the administrator	Share this information with your manager to help determine who will be the designated Availity administrator for your organization

Additional information

If you need assistance with your Availity Essentials registration or have questions regarding the crosswalk and trainings, or the Payer selection, contact Availity Client Services at 800-282-4548, Monday through Friday, 5 a.m. – 5 p.m. PT.

For other general questions, contact the Provider Services Center by email at provider_services@healthnet.com, by phone or through the Health Net provider website as listed in the right-hand column on the first page.

¹ Please note that some transactions will still be managed through the current Health Net secure provider portal. If you choose not to switch to Availity Essentials for the above-mentioned portal transactions, you can still access the existing Health Net secure provider portal at provider.healthnetcalifornia.com, just like you do today.