

## 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\*, on behalf of CalViva Health, has partnered with Availity Essentials to offer select secure provider portal services<sup>1</sup>, 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

#### PROVIDER SERVICES

**CalViva Health Medi-Cal (including ECM and CS providers) –**  
888-893-1569

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

Availity essentials | Provider Help Center

Search

Home / Payer spaces and payer tools / Crosswalks for Centene health plans

Region: All regions Payer-specific content: Not applicable

### Crosswalks for Centene health plans

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

## Select correct Payer in the Eligibility & Benefits function

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

The screenshot shows the 'Eligibility & Benefits' form. The 'Organization' field is set to 'Centene'. The 'Payer' dropdown menu is open, showing options: HEALTH NET, WELLCARE, AMBETTER HEALTH, HEALTH NET, CALIFORNIA HEALTH AND WELLNESS, and WELLCARE BY HEALTH NET. The 'WELLCARE' option is highlighted. A red box highlights the 'Payer' dropdown label.

## Medicare Member ID Card

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.

## Access on-demand trainings

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**.

- Availity Essentials Introduction (General Navigation, Payer Space(s), Eligibility & Benefits, and more)
- Authorizations & Referrals
- Claims & Encounters
- Claim Status

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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...
<b>Are the administrator</b>	Go to <a href="http://www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/">Register and Get Started with Availity Essentials</a> at <a href="http://www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/">www.availity.com/documents/learning/LP_AP_GetStarted/index.html#</a> / 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
<b>Are not the administrator</b>	Your designated Availity administrator will determine who needs access to Availity Essentials on behalf of your organization and will add and manage user accounts.
<b>Are not sure who is the administrator</b>	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 CalViva Health at 888-893-1569.

<sup>1</sup> 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 secure provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com), just like you do today.