

# PROVIDER Update



REGULATORY | JULY 25, 2025 | UPDATE 25-792 | 3 PAGES

## Annual Review and Updates to the Medi-Cal Provider Operations Manual

### Health Net's Medi-Cal contract requires us to complete a comprehensive annual review of this manual

To meet Medi-Cal contract requirements, Health Net\*, on behalf of CalViva Health, has conducted a comprehensive annual review of the Medi-Cal provider operations manual.

#### Key revisions

Based on this comprehensive review, relevant sections of the Medi-Cal provider operations manual have been revised as needed to align with Medi-Cal contract requirements and contractual, administrative and plan updates and changes.

The sections with changes can be found on pages 2 and 3 of this communication.

#### Additional information

For the latest and most updated information, access the Medi-Cal provider operations manual at

[providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual.html](https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual.html) or scan the QR code to the right.

If you have questions regarding the information contained in this update, contact CalViva Health at 888-893-1569.



#### THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

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

#### PROVIDER PORTAL

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

### Keep Your Info Updated & Access Key Resources Easily

Update your contact details quickly using our online form: [bit.ly/demographics-update](https://bit.ly/demographics-update). This ensures members can connect with you easily or select you as a provider. Looking for important resources? Visit the Provider Library at [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com) for your operations manual, forms, communications and more - all searchable and printable for your convenience!

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## Updated Medi-Cal provider operations manual sections and their URLs

Section	URL
<b>Adverse Childhood Experiences (ACEs)</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/adverse-childhood-experiences.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/adverse-childhood-experiences.html</a>
<b>Benefits</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/benefits.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/benefits.html</a>
<b>Appeals, Grievances and Disputes</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/appeals-grievances-disputes.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/appeals-grievances-disputes.html</a>
<b>Claims Coding Policies</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/claims-coding-policies.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/claims-coding-policies.html</a>
<b>Consent</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/consent.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/consent.html</a>
<b>Credentialing</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/credentialing.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/credentialing.html</a>
<b>Denial Notification</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/denial-notification.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/denial-notification.html</a>
<b>Eligibility Verification</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/eligibility/eligibility-verification.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/eligibility/eligibility-verification.html</a>
<b>Emergency Services</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/emergency-services.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/emergency-services.html</a>
<b>Member Rights and Responsibilities</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/member-rights-resources.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/member-rights-resources.html</a>
<b>Prior Authorizations</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/prior-authorizations.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/prior-authorizations.html</a>
<b>Product Description</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/product-descriptions.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/product-descriptions.html</a>
<b>Provider Oversight</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight.html</a>
<b>Public Programs</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/public-programs.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/public-programs.html</a>
<b>Quality Improvement</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/quality-improvement.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/quality-improvement.html</a>
<b>Referrals (Receipt of Specialist's Report)</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/referrals/receipt-of-specialists-report.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/referrals/receipt-of-specialists-report.html</a>

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<b>Section</b>	<b>URL</b>
<b>Third Party Liability</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/third-party-liability.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/third-party-liability.html</a>
<b>Urgent Care</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/urgent-care-medi-cal.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/urgent-care-medi-cal.html</a>
<b>Utilization Management</b>	<a href="https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/utilization-management.html">https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/utilization-management.html</a>