

PROVIDER Update



REGULATORY | JULY 25, 2025 | UPDATE 25-793 | 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 Community Health Plan of Imperial Valley (CHPIV), 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 or scan the QR code to the right.

If you have questions regarding the information contained in this update, contact Community Health Plan of Imperial Valley at 833-236-4141.



THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

CHPIV Medi-Cal (including ECM and CS providers) – 833-236-4141

PROVIDER PORTAL

provider.healthnetcalifornia.com

Keep Your Info Updated & Access Key Resources Easily

Update your contact details quickly using our online form: 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 for your operations manual, forms, communications and more - all searchable and printable for your convenience!

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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Updated Medi-Cal provider operations manual sections and their URLs

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

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