

# A Better Provider Experience on Healthnet.com

REDESIGNED FOR SIMPLICITY, SPEED AND SEAMLESS SUPPORT

We're redesigning the public provider page on Healthnet.com ([provider.healthnet.com](http://provider.healthnet.com)) to make it easier for you to find what you need – quickly and with less effort. The new design is built to improve efficiency and your experience when working with us.

## What's new?

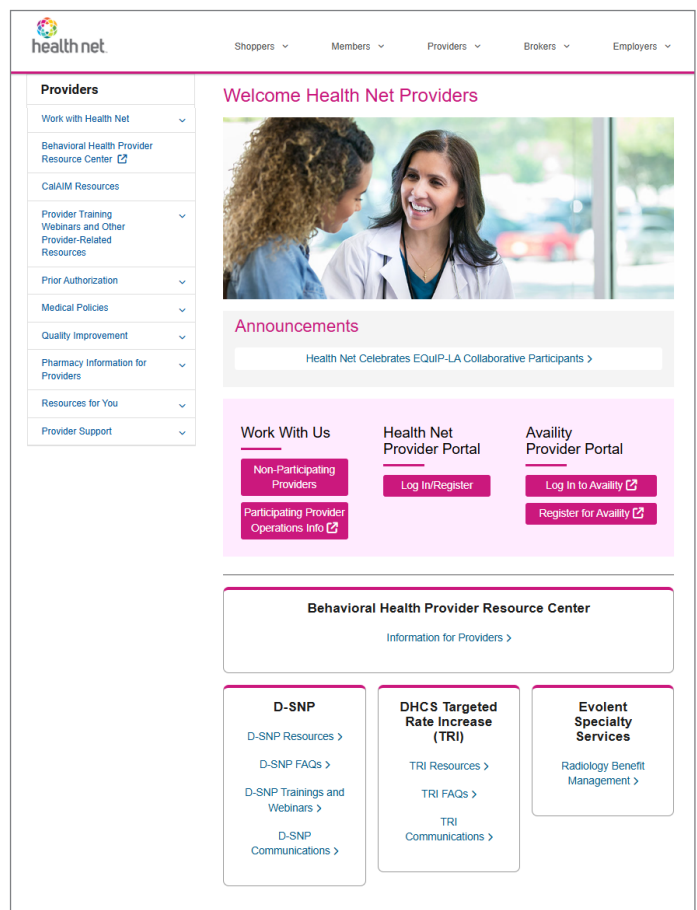
- **Streamlined layout** – Tools and resources now organized for faster access.
- **Left-hand navigation menu** – Main topics and subtopics are grouped for quicker browsing.
- **Drop-down menu under the “Provider” tab** – Jump directly to key topics with fewer clicks.
- **Enhanced homepage** – Important announcements and helpful links are front and center when you land on the page.

## When is it launching?

**Launch date:** September 12, 2025

## What you need to know

- **No action required** – The updated page will go live automatically. No need to bookmark new URLs.
- **Same tools, better experience** – Everything you use today will still be available, just easier to find.
- **Designed with you in mind** – The new layout reflects provider feedback and is designed to make your interactions with us smoother and more efficient.



## Questions?

For any questions about the redesigned provider page, please contact Community Health Plan of Imperial Valley at **833-236-4141**. Behavioral health providers can call **844-966-0298**.

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. Confidentiality note for fax transmission: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments. If you no longer wish to receive fax notices from Provider Communications, please email us at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com) indicating the fax number(s) covered by your request. We will comply with your request within 30 days or less.