Check Out Your New, Improved Provider Library and Operations Manual

USE THIS GUIDE TO GET THE INFO YOU NEED

How to access the Provider Library

OPTION 1

Use the simple steps below to access the library the same way you do today.

Provider serving Medicare Advantage (MA) and Individual Family Plans (IFP)

1 Log in to provider.healthnet.com.

2 Select product type on the Home screen; under Welcome, select *Resources > Contractual > Go to the Provider Library.*

All other providers (providers serving EnhancedCare PPO (SBG), Health Net Employer Group HMO, POS, HSP, PPO & EPO, Medicare Advantage (employer group), Medi-Cal)

1 Log in to provider.healthnet.com.

2 Go to *Working with Health Net > Contractual > Go to the Provider Library.*

OPTION 2

Go directly to the library at providerlibrary.healthnetcalifornia.com.

What you'll see in the Provider Library

- **The library includes:**

Provider Manual	⊕
Updates and Letters	
Forms and References	
Contacts	
Glossary	

What's changed?

- **All line of business** information can be accessed in the same place.

- In the operations manuals, the Benefits page is now **alphabetized.**

Choose a Line of Business:

| Medi-Cal |
| Medicare Advantage |
| EPO |
| HMO |
| HSP |
| Cal MediConnect |
| PPO |
| Prison Health Care Provider Network |

Benefits in Aphabetical Order

Select any subject below:

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A
- Acupuncture
- AIDS
- Alcohol and Drug Abuse
- Allergy Treatment
- Ambulance

B
- Bariatric Surgery
- Behavioral Health
- Blood

Questions?

For questions regarding this transition, contact **provider.communications@healthnet.com.**

(continued)

Coverage for every stage of life™

What's changed? (continued)

- You no longer have to select a provider type to access the library. **All provider types are listed at the top of the page.**

Provider Type

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
- Ancillary

- Instead of the long navigation bar on the left (which is still there if needed), **use links** on the page to get to the topic you are searching for.

Provider Type

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
- Ancillary

This section describes claims and provider reimbursement

Select any subject below:

- Remittance Advice and Explanation of Payment System
- Accessing Claims on the New Health Net Portal
- Adjustments
- Balance Billing
- Billing and Submission
- Eligibility and Capitation
- Eligibility Guarantee
- Fee-For-Service Billing and Submission
- Institutionalized Members

- Where available, **accordions** allow you to view all content on the same page.

Capitated Risk Claims

Capitated-risk claims received by Health Net through paper submissions are forwarded back to the PPG or third-party administrator (TPA) for processing.

ELECTRONICALLY SUBMITTED CLAIMS ⊖

Electronically submitted claims that are participating physician group (PPG) capitated-risk claims are forwarded to the PPG or third-party administrator (TPA) for processing. A claim fax summary is printed, batched and forwarded. A batch trailer sheet, indicating the number of claims within a batch, is sent.

EOC 300/308 REPORT ⊕

PLAN-RISK OR SHARED-RISK CLAIMS ⊕

What you'll see when you access Updates and Letters

1 Provider updates and letters distributed in **2018 and 2019 are available as PDF files.**

2 Provider updates and letters for **2020 and beyond are in newsfeed format.**

Updates and Letters

Amendments to the information in these manuals are made thr States Postal Service or other carrier and email.

- *2018 UPDATES AND LETTERS* ⊕
- *2019 UPDATES AND LETTERS* ⊕

2020 UPDATES AND LETTERS

January

- 20-027 PROP 56 RATES FOR SFY 2019-2021
  01/28/20
  Supplemental rates for dates of service from July 1, 2019, through December 31, 2021, are the same as the stat year (SFY) 2018⁄2019 rates.

  20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020
  01/24/20
  Prior Authorization Requirements- Additions and changes, effective April 1, 2020

Need to search for something?

Search the entire library and all lines of business by using the **search function** at the top right corner.

HealthNet.com   Q search

Contrast On Off   a a a   language ⌄

Or, search just the page you are on:

1 Select *Ctrl* and *F* at the same time.

2 Type in words to search for.

3 Select *Enter*.