

# 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.

- 1 Log in to [provider.healthnet.com](http://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](http://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 Alphabetical 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**

<p><b>A</b></p> <ul style="list-style-type: none"> <li>Acupuncture</li> <li>AIDS</li> <li>Alcohol and Drug Abuse</li> <li>Allergy Treatment</li> <li>Ambulance</li> </ul>	<p><b>B</b></p> <ul style="list-style-type: none"> <li>Bariatric Surgery</li> <li>Behavioral Health</li> <li>Blood</li> </ul>
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### Questions?

For questions regarding this transition, contact [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com).

(continued)

## 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 payer 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

- Provider updates and letters distributed in **2018 and 2019** are available as PDF files.
- Provider updates and letters for **2020 and beyond** are in newsfeed format.

**Updates and Letters**

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

2018 UPDATES AND LETTERS +

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2019 UPDATES AND LETTERS +

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2020 UPDATES AND LETTERS

**January**

- 20-027 PROP 56 RATES FOR SFY 2019-2021 01/28/20
- 20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020 01/24/20

Supplemental rates for dates of service from July 1, 2019, through December 31, 2021, are the same as the base year (SFY) 2018/2019 rates.

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

Contrast  On  Off    a a a language ▾

Or, search just the page you are on:

- Select *Ctrl* and *F* at the same time.
- Type in words to search for.
- Select *Enter*.