

# 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](#) +
- [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
- [20-027 PROP 56 RATES FOR SFY 2019-2021](#)  
Supplemental rates for dates of service from July 1, 2019, through December 31, 2021, are the same as the standard 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

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*.