



Behavioral Health Changes to the Provider Operations Manual

Section	Sub-section	Line of business	URL
Appeals, Grievances and Disputes	Provider Appeals/Overview	HMO, Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/appeals-grievances-disputes/provider-appeals-dispute-resolution/overview-hmo-medi-cal.html
Appeals, Grievances and Disputes	Provider Appeals/Overview	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/appeals-grievances-disputes/provider-appeals-dispute-resolution/overview-medicare-cmc.html
Appeals, Grievances and Disputes	Provider Appeals/Overview	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/appeals-grievances-disputes/provider-appeals-dispute-resolution/overview-hmo-medi-cal1.html
Benefits	Obtaining Behavioral Health and Substance Abuse Care	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/benefits/behavioral-health/obtaining-behavioral-health-substance-abuse-care.html
Benefits	Obtaining Behavioral Health and Substance Abuse Care	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/benefits/behavioral-health/obtaining-behavioral-health-substance-abuse-care-ppo.html
Benefits	Behavioral Health	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/benefits/behavioral-health.html
Benefits	Behavioral Health	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/benefits/behavioral-health.html
Benefits	Behavioral Health	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/benefits/behavioral-health.html
Benefits	Behavioral Health	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/benefits/behavioral-health.html



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Benefits	Sensitive services	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/medi-cal/provider-manual/benefits/access-sensitive-services/sensitive-services-all.html
Compliance and Regulations	Reproductive Privacy Act	HMO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/compliance-regulations/reproductive-privacy-act.html
Compliance and Regulations	Reproductive Privacy Act	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/compliance-regulations/reproductive-privacy-act.html
Compliance and Regulations	Reproductive Privacy Act	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/compliance-regulations/reproductive-privacy-act.html
Compliance Regulations	Nondiscrimination	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/compliance-regulations/nondiscrimination.html
Compliance Regulations	Nondiscrimination	PPO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/ppo/provider-manual/compliance-regulations/nondiscrimination.html
Compliance Regulations	Nondiscrimination	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/compliance-regulations/nondiscrimination.html
Compliance Regulations	Nondiscrimination	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/compliance-regulations/nondiscrimination-medicare.html
Contacts	Behavioral Health Contact Information	All	https://providerlibrary.healthnetcalifornia.com/contacts/behavioral-health-contact-information-.html
Contacts	Health Net Claims Submission	HMO, PPO	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-claims-submission.html
Contacts	Health Net Medi-Cal Claims	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-medi-cal-claims.html
Contacts	Health Net Medicare Advantage Claims Department	Medicare	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-medicare-advantage-claims.html



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Contacts	Health Net – Prior Authorization	All	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-prior-authorization-department.html
Contacts	Provider Disputes and Appeals - Commercial	HMO PPO	https://providerlibrary.healthnetcalifornia.com/contacts/provider-disputes-appeals-commercial.html
Contacts	Health Net Medicare Advantage Provider Disputes	Medicare	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-medicare-advantage-provider-disputes.html
Contacts	Medi-Cal Provider Contested Claims	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/contacts/medi-cal-provider-contested-claims.html
Contacts	Provider Network Management Department	All	https://providerlibrary.healthnetcalifornia.com/contacts/provider-network-management-department.html
Contacts	Health Net Medi-Cal Provider Services Department	All	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-medi-cal-provider-services-center.html
Contacts	Health Net Medicare Programs Provider Services Department	Medicare	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-medicare-programs-provider-services.html
Contacts	Health Net Provider Services Center	HMO, PPO	https://providerlibrary.healthnetcalifornia.com/contacts/health-net-provider-services-center.html
Contacts	Provider Network Management, Access and Availability Team	All	https://providerlibrary.healthnetcalifornia.com/contacts/provider-network-management--access-and-availability-team.html
Credentialing	Application Process	All	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/credentialing/application-process.html
Denial notification	Requirements for Notification of Utilization Management Decisions	HMO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/denial-notification/requirements-notification-utilization-management-decisions.html
Denial notification	Notification delays	HMO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/denial-notification/notification-delays.html



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Eligibility	Steps to Determine Eligibility	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/eligibility/steps-determine-eligibility/eligibility-verification-methods.html
Eligibility	Eligibility Verification	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/eligibility/eligibility-verification.html
Eligibility	Steps to Determine Eligibility	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/eligibility/steps-determine-eligibility/eligibility-verification-methods-medicare.html
Eligibility	Steps to Determine Eligibility	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/eligibility/steps-determine-eligibility/eligibility-verification-methods.html
Emergency Services	Overview	HMO, PPO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/emergency-services/overview-hmo-ppo.html
Emergency Services	Coverage Explanation	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/emergency-services/coverage-explanation-medi-cal.html
Emergency Services	Coverage Explanation	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/emergency-services/coverage-explanation-medicare.html
Emergency Services	Coverage Explanation	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/emergency-services/coverage-explanation-medi-cal.html
Emergency Services	Coverage Explanation	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/emergency-services/coverage-explanation-medicare.html
Glossary		All	https://providerlibrary.healthnetcalifornia.com/hmo/glossary.html
Member Rights and Responsibilities	Member Rights and Responsibilities	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/member-rights-resources/member-rights-and-responsibilities.html



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Member Rights and Responsibilities	Member Rights and Responsibilities	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/member-rights-resources/member-rights-and-responsibilities.html
Prior Authorization	Behavioral Health General Policies	HMO, PPO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/prior-authorizations/behavioral-health-general-policies-hmo.html
Prior Authorization	Authorization for Admission to Hospital or SNF	HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/prior-authorizations/authorization-admission-hospital-snf.html
Prior Authorization	Prior Authorization Process for Direct Network Providers	Medicare, HMO	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/prior-authorizations/prior-authorization-process-direct-network-practitioners.html
Prior Authorization	Prior Authorization Process	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/prior-authorizations/prior-authorization-process.html
Prior Authorization	Requesting Prior Authorization or Coordinating a PCP Referral	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/med-cal/provider-manual/prior-authorizations/requesting-prior-authorization-coordinating-pcp-referral.html
Prior Authorization Requirements		Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/prior-authorization-requirements---medicare.html
Prior Authorization Requirements		HMO, PPO	https://providerlibrary.healthnetcalifornia.com/hmo/prior-authorization-requirements---hmo-ppo-epo-hsp.html
Provider Oversight	Provider Online Demographic Data Verification	All	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/medicare/provider-manual/provider-oversight/facility-and-physician-additions--changes-and-deletions/provider-online-demographic-data-verification-all.html



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Provider Oversight	Authorization and Referral Timelines	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight/service-and-quality-requirements-/authorization-and-referral-timelines-medi-cal.html
Provider Oversight	Authorization and Referral Timelines	HMO, Medicare, PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/provider-oversight/service-and-quality-requirements-/authorization-and-referral-timelines-medicare-cmc-hmo-medi-cal.html
Provider Oversight	Access to care and availability standards	CHPIV	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-chpiv.html
Provider Oversight	Access to care and availability standards	PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-epo-ppo.html
Provider Oversight	Access to care and availability standards	CalViva	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-calviva.html
Provider Oversight	Access to care and availability standards	Medi-Cal	https://providerlibrary.healthnetcalifornia.com/medi-cal/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-medi-cal.html
Provider Oversight	Access to care and availability standards	HMO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-hmo.html
Provider Oversight	Access to care and availability standards	Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/provider-oversight/service-and-quality-requirements-/access-to-care-and-availability-standards-medicare.html



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Quality Improvement	Health Net Quality Improvement and Health Equity Committees	HMO, Medi-Cal	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/quality-improvement/quality-improvement-program/health-net-quality-improvement-committees-medi-cal-hmo.html
Quality Improvement	Health Net Quality Improvement Committees Provider Type	PPO, Medicare	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/quality-improvement/quality-improvement-program/health-net-quality-improvement-committees-medicare-ppo.html
Urgent care		HMO	https://providerlibrary.healthnetcalifornia.com/hmo/provider-manual/urgently-needed-services.html
Urgent care		Medi-Cal	https://providerlibrary.healthnetcalifornia.com/med-cal/provider-manual/urgent-care-medi-cal.html
Urgent care		Medicare	https://providerlibrary.healthnetcalifornia.com/medicare/provider-manual/overview-medicare.html
Utilization Management	Clinical Criteria for Medical Management Decision Making	Medicare, HMO, PPO	https://providerlibrary.healthnetcalifornia.com/ppo/provider-manual/utilization-management/clinical-criteria-for-medical-management-decision-making-medicar.html
Utilization Management	Notification of Hospital Admissions	HMO, Medi-Cal	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/utilization-management/notification-of-hospital-admissions-hmo-hsp-cmc-medi-cal.html
Utilization Management	Notification of Hospital Admissions	Medicare, PPO	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/medicare/provider-manual/utilization-management/notification-of-hospital-admissions-medicare-epo-ppo.html
Utilization Management	Non-Delegated Medical Management	HMO, PPO, Medicare	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/medicare/provider-manual/utilization-management/non-delegated-medical-management-medicare-epo-hmo-ppo.html



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Utilization Management	Concurrent and Retrospective Review	HMO, Medi-Cal	https://providerlibrary.healthnetcalifornia.com/content/hn-library-ca/en_us/hmo/provider-manual/utilization-management/concurrent-and-retrospective-review-medi-cal.html