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Language ▾

HealthNet.com (<https://healthnet.com>)

News

20-703 One Provider Portal for All Your Needs!

Date: 09/18/20

This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Riverside, Sacramento, San Bernardino, San Diego, San Joaquin, Stanislaus, and Tulare counties.

Find out how to get all the info you need for your patients on one platform

On November 2, 2020, as part of our ongoing commitment to streamline provider access to our provider portal, we are migrating post-login content on **provider.healthnet.com** (<http://provider.healthnet.com>) to **provider.healthnetcalifornia.com** (<http://provider.healthnetcalifornia.com>). The goal is to give you ONE easier-to-use secure platform for all your post-login needs. If you are already registered on provider.healthnetcalifornia.com (<http://provider.healthnetcalifornia.com>), you do not need to re-register.

What's not changing?

provider.healthnet.com (<http://provider.healthnet.com>) (*pre-login*)

provider.healthnet.com (<http://provider.healthnet.com>) is still your main hub to access important information without logging in, including information on:

- Claims submissions
- Pharmacy coverage, such as drug lists and prior authorizations
- Webinar calendars
- Medical policies
- General FAQs on topics, such as encounters, member benefits and eligibility
- And more

What's changing?

provider.healthnet.com (<http://provider.healthnet.com>) (*post-login*) is going to ***provider.healthnetcalifornia.com*** (<http://provider.healthnetcalifornia.com>)

The **provider.healthnetcalifornia.com** (<http://provider.healthnetcalifornia.com>) website's technology platform will enable us to make improvements more quickly and help you do business more efficiently.

Feel comfortable knowing you'll still be able to access all the information you need in one secure location, including:

- Management of your account
- Member eligibility
- Member's Schedule of Benefits
- Member cost share
- Prior authorization requests
- Health risk assessments
- Care plans
- Health records
- Claims submissions

Join a webinar to learn more

We have created three sets of webinars with multiple dates to choose from. Webinar sets include:

- An overview demonstration of the provider portal.
- Training on the self-service tools and what you can expect.
- Office hours for questions and answers.

Webinars are scheduled starting October 2020, through early December.

Select the URL for the applicable webinar you would like to attend and choose a topic and date that fits your schedule. URLs include various webinar topics to choose from.

Topic	Description	URL
Overview	Offers an overview of the portal operations and what to expect.	https://rebrand.ly/Portal-Overview-Webinars (https://rebrand.ly/Portal-Overview-Webinars)
In Depth	Offers a deep dive into topics such as patient information, authorization and claims.	https://rebrand.ly/Portal-In-Depth-Webinars (https://rebrand.ly/Portal-In-Depth-Webinars)
Questions and Answers	Offers office hours to answer questions by subject matter experts.	https://rebrand.ly/Open-Office-Webinars (https://rebrand.ly/Open-Office-Webinars)

Once registered, you will be provided with a webinar identification (ID) and will have the option to add the webinar to your calendar. Resource materials and links to the recording of the webinar will be distributed by email after the webinar.

You can also visit provider.healthnet.com (<http://provider.healthnet.com>) in the upcoming weeks and select *Provider Training Calendar* under Provider Support to find all webinar dates and get access to on-demand training.

Registration for the new portal begins October 2, 2020

<p style="text-align: center;">If you already have an account on provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)</p> <p>You <u>do not need to register</u>. Starting November 2, 2020, visit provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com) for all post-login content.¹</p>	<p style="text-align: center;">If you are new to provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)</p> <p>You must register for an account through provider.healthnet.com (http://provider.healthnet.com). Follow steps below.</p>
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¹All of the products you are contracted for will be available to you. Reach out to your Provider Relations representative if you believe the products listed are incorrect.

1. Go to provider.healthnet.com (<http://provider.healthnet.com>)
2. Select *Register* for a new account. The link will take you to provider.healthnetcalifornia.com (<http://provider.healthnetcalifornia.com/>) to register for your new account.

Last Updated: 09/17/2020

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