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News

20-713 Join a Webinar to Get a Peek of the New Provider Portal

Date: 10/02/20

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.

30 days until the launch of the new secure provider portal!

Register for a new account for all your post-login needs.

On **November 2, 2020**, your new Health Net provider portal for all your **post-login** needs will be on provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com).

What's changing?

provider.healthnet.com (http://provider.healthnet.com) (post-login) content is moving to provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)

In addition to having access to all your current needs, such as submitting claims or requesting prior authorizations, the new provider portal offers more information on each of your patients, such as their Schedule of Benefits or their cost share.

Our goal is to save you time with fewer clicks to find what you need, and to give you more self-service functions and tools.

Less time on the phone means more time with your patients.

Join a webinar to learn more

There are three sets of webinars with multiple dates to choose from. Webinar sets include information on:

- 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.

Select the URL for the applicable webinar you would like to attend and choose a date and topic 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.

Be sure to visit provider.healthnet.com (https://rebrand.ly/Open-Office-Webinars) and select *Provider Training* under Provider Support to find all webinar dates and get access to on-demand training.

provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com) provider portal registration begins on October 2, 2020. Do you need to register?

If you already have an account on provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)	If you are new to provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com)

You <u>do not need to register</u>. Starting November 2, 2020, visit provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com) for all your post-login content[1]	You must register for an account through provider.healthnet.com (http://provider.healthnet.com). Follow steps below.

[1]All 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.

3. Select *Create an Account*.

4. Follow the prompts until registration is complete.

November 2, 2020, visit provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com) for post-login content.

provider.healthnet.com (http://provider.healthnet.com) (pre-login) is not changing

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

Questions?

For questions regarding the webinars only, contact partnersinperformance@healthnet.com (mailto:partnersinperformance@healthnet.com).

For questions regarding registration or this transition, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number
ENHANCEDCARE PPO (IFP and SBG)	1-844-463-8188

HEALTH NET EMPLOYER GROUP HMO, POs, HSP, ppo, and epo	1-800-641-7761
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164
Medicare (individual and employer group)	1-800-929-9224
Medi-cal	1-800-675-6110

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