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

News

20-729 Check Out Your New Provider Portal

Date: 10/16/20

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.

Remember to sign up for a webinar to see what's changing. Find out if you need to register for a new account!

In two weeks, on November 2, 2020, the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>) for all your post-login needs will launch.

We want to make this easy for you!

In addition to the webinars scheduled below, we have developed a provider portal guide to help you learn how to access important information that you need for your patients.

To access the guide:

1. Go to the Health Net provider library (<http://providerlibrary.healthnetcalifornia.com/>).
2. Choose a line of business.
3. Select Education and Other Materials.
4. Select Save Time Navigating the Provider Portal.

Join us for a webinar

We have created 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 applicable webinar you would like to attend and choose a date and topic that fits your schedule.

WEBINAR	DESCRIPTION

<p>Health Net's New Secure Provider Portal Webinar - An Overview of the Portal Operations (https://centene.zoom.us/webinar/register/1515971010313/WN_ATUzZZxuRwexNwmX0apMHw)</p>	<p>Offers an overview of the portal operations and what to expect.</p>
<p>Health Net's New Secure Provider Portal Webinar - In Depth Webinars (https://rebrand.ly/Portal-In-Depth-Webinars)</p>	<p>Offers a deep dive into topics such as patient information, authorization and claims.</p>
<p>Health Net's New Secure Provider Portal Open Office Webinar - Get Your Questions Answered by an Expert (https://rebrand.ly/Open-Office-Webinars)</p>	<p>Offers office hours to answer questions by subject matter experts.</p>

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 Health Net's provider website (<http://provider.healthnet.com>) and select Provider Training Calendar under Provider Support to find all webinar dates and get access to on-demand training.

Registration for the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>) started October 2, 2020 .

- **If you already have an account on the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>)**
 - You do not need to register. Starting November 2, 2020, visit the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>) for all your post-login content.¹
- **If you do not have an account on the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>)**
 - You must register for an account through the Health Net provider website (<http://provider.healthnet.com/>). Follow steps below.

1. Go to the Health Net provider website (<http://provider.healthnet.com/>)
2. Select Register for a new account. The link will take you to the new Health Net provider portal (<http://provider.healthnetcalifornia.com/>) to register for your new account.
3. Select Create an Account.
4. Follow the prompts until registration is complete.

What's not changing?

The Health Net provider website (<http://provider.healthnet.com/>) pre-login continues to be your main hub to access critical information, such as claims, pharmacy, webinar calendar, access to medical policies, informative FAQs and more.

Questions?

For questions regarding the webinars only, contact the Provider Engagement Department (<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	EMAIL ADDRESS
ENHANCEDCARE PPO (IFP & SBG)	1-844-463-8188	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
HEALTH NET EMPLOYER GROUP HMO, POs, HSP, ppo, and epo	1-800-641-7761	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (individual & employer group)	1-800-929-9224	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
medi-cal	1-800-675-6110	N/A

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.

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