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

News

20-883 Move to New Provider Portal Delayed to Ensure Tools Work Correctly

Date: 10/29/20

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.

Continue to access the Health Net provider portal (<http://provider.healthnet.com>) for your post-login content until further notice

As previously communicated over the past month, we have been working diligently to stand up one provider portal that gives you access to more self-service tools and functions for all your needs. During our internal user testing of this new platform, we experienced some inconsistencies with the operations of some self-service tools. We understand how important it is for our provider partners to have useful and easy-to-use tools that help you manage your patient's health, and that these tools work properly.

What you need to know

We have made the decision to delay the launch of the new provider portal until we are certain everything you need on the new portal is working properly.

Please continue to access the **Health Net provider portal (<http://provider.healthnet.com>)** for your post-login content. We will let you know of the new date to start accessing your post-login content on the new provider portal once internal testing is successfully completed. We apologize for the delay and any inconvenience this presents for you.

Training webinars

All future scheduled trainings for the new Health Net provider portal are postponed to a later time to align with a new launch date.

Registration for the new portal

You can continue to pre-register for the new Health Net provider portal (<http://provider.healthnetcalifornia.com>) by following these steps:

- 1 Go to the Health Net provider website (<http://provider.healthnet.com>).
- 2 Select **Pre-register for the new Health Net provider portal (<http://provider.healthnetcalifornia.com>) and be ready for the migration**. 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.

If you have already registered, please keep your log in information until we have established and communicated a new launch date. If you have questions regarding the migration to the new portal, contact the Health Net Provider Services Center (mailto:provider_services@healthnet.com) by email at within 60 days, by telephone or through the Health Net provider website as listed below.

LINE OF BUSINESS	TELEPHONE NUMBER	PROVIDER PORTAL	EMAIL ADDRESS
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
EnhancedCare PPO (SBG)	1-844-463-8188	provider.healthnet.com (http://provider.healthnet.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	1-800-641-7761	provider.healthnet.com (http://provider.healthnet.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (individual)	1-800-929-9224	provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)
Medicare (employer group)	1-800-929-9224	provider.healthnet.com (http://provider.healthnet.com/)	provider_services@healthnet.com (mailto:provider_services@healthnet.com)

Medi-Cal	1-800-675-6110	provider.healthnet.com (http://provider.healthnet.com/)	N/A
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Last Updated: 10/29/2020

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