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News

20-889 Get Provider Communications Online and Sort through Less Paper

Date: 11/13/20

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.

Get Provider Communications Online and Sort through Less Paper

New monthly provider update helps cut down on fax and mail volume

You have a lot of paper to sift through every day – not just for your patients, but also from Health Net. **Starting November 2020, select provider communication will only post in the Provider Library.**

Go to the Provider Library to view communications online, on *your* time

Starting in November, most provider communications labeled as News & Announcements will be posted online in the Provider Library only. **These communications cover topics that can help you in your day-to-day business interactions with us.** They are not time sensitive and do not support regulatory or contractual requirements.

Keep an eye out for a monthly provider update that includes communications posted online in the prior month

We will fax or mail a provider update each month with a list of communications posted to the Provider Library. Your first monthly provider update will be sent in December 2020. You'll find:

- Instructions on how to access the communications posted in the Provider Library.
- A table that lists communications that have been posted in the Provider Library in the prior month, including:
 - The posting date
 - The material number and title
 - Type of notice (News & Announcements)
 - Applicable audience and lines of business
 - A summary of the communication

Access the Provider Library using either of these options

Option 1

IF YOU ARE SERVING MEMBERS ENROLLED IN...	GO TO...
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<ul style="list-style-type: none"> • Medicare Advantage (individual) • Individual Family Plan (IFP) 	<ol style="list-style-type: none"> 1. provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com) 2. Under Welcome, <i>select Resources > Contractual > Go to the Provider Library.</i>
<ul style="list-style-type: none"> • EnhancedCare PPO (SBG) • Employer group HMO, Point of Service (POS), HSP, PPO and EPO • Medicare Advantage (employer group) • Medi-Cal 	<ol style="list-style-type: none"> 1. provider.healthnet.com (http://provider.healthnet.com) 2. From the home page, scroll to the bottom and select the <i>Provider Library</i> tile.

Option 2

Go directly to the provider library (<http://providerlibrary.healthnetcalifornia.com>).

Once in the library, select a line of business, then select *Update and Letters*. You can then scroll through the postings by material number and title, and select one to view the posting in full.

Additional information

If you have questions regarding the posting of communications in the Provider Library or how to access them, contact the applicable Health Net Provider Services Center within 60 days at:

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)

<p>IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)</p>	<p>1-888-926- 2164</p>	<p>provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com/)</p>	<p>provider_services@healthnet.com (mailto:provider_services@healthnet.com)</p>
<p>Medicare (individual)</p>	<p>1-800-929- 9224</p>	<p>provider.healthnetcalifornia.com (http://provider.healthnetcalifornia.com/)</p>	<p>provider_services@healthnet.com (mailto:provider_services@healthnet.com)</p>
<p>Medicare (employer group)</p>	<p>1-800-929- 9224</p>	<p>provider.healthnet.com (http://provider.healthnet.com/)</p>	<p>provider_services@healthnet.com (mailto:provider_services@healthnet.com)</p>
<p>Medi-Cal</p>	<p>1-800-675- 6110</p>	<p>provider.healthnet.com (http://provider.healthnet.com/)</p>	<p>N/A</p>

Last Updated: 11/13/2020

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