

Find the Latest News and Operational Information in the Provider Library

Use this guide to access the library content you need

How to access the Provider Library

OPTION 1

Use the simple steps below to access the library.

- 1 Log in to provider.healthnet.com.
- 2 From the home page, scroll to the bottom and select the *Provider Library* tile.

OPTION 2

Go directly to the library at providerlibrary.healthnetcalifornia.com.



What you'll see in the Provider Library

• **The library includes:**

- Provider Manual
- Updates and Letters
- Forms and References
- Contacts
- Glossary

• **All lines of business** information can be accessed in the same place.

- Choose a Line of Business:
- Medi-Cal
 - Medicare Advantage
 - EPO
 - HMO
 - HSP
 - Cal MediConnect
 - PPO
 - Prison Health Care Provider Network

• In the operations manuals, the Benefits page is **alphabetized**.

Benefits in Alphabetical Order

Select any subject below:

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

A	B
● Acupuncture	● Bariatric Surgery
● AIDS	● Behavioral Health
● Alcohol and Drug Abuse	● Blood
● Allergy Treatment	
● Ambulance	



Questions?

For questions regarding the Provider Library and operations manual, email provider.communications@healthnet.com.

(continued)

All provider types are listed at the top of the page.

Provider Type

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
- Ancillary

- **Use links** on the page to get to the topic you are searching for, or the long navigation bar on the left.

Provider Type

- Physicians (does not apply to Cal MediConnect)
- Participating Physician Groups (PPG) (does not apply to HSP)
- Hospitals
- Ancillary

This section describes claims and provider reimbursement

Select any subject below:

- [Remittance Advice and Explanation of Payment System](#)
- [Accessing Claims on the New Health Net Portal](#)
- [Adjustments](#)
- [Balance Billing](#)
- [Billing and Submission](#)
- [Eligibility and Capitation](#)
- [Eligibility Guarantee](#)
- [Fee-For-Service Billing and Submission](#)
- [Institutionalized Members](#)

- Where available, **accordions** allow you to view all content on the same page.

Capitated Risk Claims

Capitated-risk claims received by Health Net through paper submissions are forwarded back to the PPG or third-party administrator (TPA) for processing.

ELECTRONICALLY SUBMITTED CLAIMS

Electronically submitted claims that are participating physician group (PPG) capitated-risk claims are forwarded to the PPG or third-party administrator (TPA) for processing. A claim fax summary is printed, batched and forwarded. A batch trailer sheet, indicating the number of claims within a batch, is sent.

EOC 300/308 REPORT

PLAN-RISK OR SHARED-RISK CLAIMS

What you'll see when you access Updates and Letters

- 1 Provider updates and letters distributed in **2018 and 2019 are available as PDF files.**
- 2 Provider updates and letters for **2020 and beyond are in newsfeed format.**

Updates and Letters

Amendments to the information in these manuals are made thru States Postal Service or other carrier and email.

- 2018 UPDATES AND LETTERS
- 2019 UPDATES AND LETTERS
- 2020 UPDATES AND LETTERS

January

- 20-027 PROP 56 RATES FOR SFY 2019-2021
- 20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020

Need to search for something?

Search the entire library and all lines of business by using the **search function** at the top right corner.

HealthNet.com

Contrast **On** **Off** a a a language ▾

Or, search just the page you are on:

- 1 Select *Ctrl* and *F* at the same time.
- 2 Type in words to search for.
- 3 Select *Enter*.