Online Resources and Tools for Behavioral Health Providers

ACCESS 24/7 SELF-SERVICE RESOURCES TO ENHANCE YOUR EXPERIENCE

Online resources and tools	URLs and contacts	Description
Availity Essentials secure provider portal If you do not have an Availity Essentials account, here's how you register: 1. Go to Register and Get Started with Availity Essentials at https://bit.ly/Availity-Register. 2. Select Get Started. Follow the prompts until registration is complete.	https://bit.ly/Availity-Sign-In	• Check member benefits and eligibility • Submit, track and correct claims • Locate, review and reconcile detailed remittance data • Access specific payer resources • Submit prior authorization requests • Get primary care physician (PCP) notifications of a member's admission, discharge and hospital transfer status (Medi-Cal only) Note: Use of the Availity Essentials provider portal is optional and not required. You can still access the Health Net portal to support daily operations.
Health Net's secure provider portal	provider.healthnetcalifornia.com	• Check member eligibility • Access member copay in the schedule of benefits

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Electronic Funds Transfer (EFT) registration	• Online registration at https://bit.ly/EFTRegistration • Download the form using this QR code 	EFT automatically distributes funds into your bank account. It is safe, secure, efficient and less expensive than paper check payments and collections.
Behavioral Health Provider Resource Center	https://bit.ly/BHResourceCtr	• Clinical practice guidelines • Behavioral health contacts • Guidelines on claim submissions • Previously distributed provider communications • Provider training and webinars • Self-service tools
Provider Library	providerlibrary.healthnetcalifornia.com	Contains materials tailored specifically for providers, organized by provider type and line of business. Some content in the library is not relevant to behavioral health providers. Resources available include, but are not limited to: • Behavioral Health Provider Operations Manual • Archived provider updates and other notices • Prior authorization requirements • Provider Pulse newsletters • Contacts

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Behavioral Health Provider Operations Manual	https://bit.ly/BHOpsManual	The manual includes general Plan policies and procedures and information on, but not limited to: • Benefits • Claim submission requirements and processes • Appeals and dispute process • Referrals and prior authorization
Provider Training Webinars and Other Provider-Related Resources	https://bit.ly/HN-Provider-Trainings-Resources	• Required trainings • CalAIM resources for Medi-Cal providers • Operational, administrative and value-added provider trainings • New provider onboarding materials • Provider Library and operations manuals
2024 DHCS Targeted Rate Increase for Select Medi-Cal Services	https://bit.ly/HN-TRI	FAQs and important communication links about the DHCS targeted rate increase based on All Plan Letter 19-001.