


# 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
<p>Availity Essentials secure provider portal</p> <p>If you do not have an Availity Essentials account, here's how you register:</p> <ol style="list-style-type: none"> <li>1. Go to Register and Get Started with Availity Essentials at <a href="https://bit.ly/Availity-Register">https://bit.ly/Availity-Register</a>.</li> <li>2. Select Get Started.</li> </ol> <p>Follow the prompts until registration is complete.</p>	<a href="https://bit.ly/Availity-Sign-In">https://bit.ly/Availity-Sign-In</a>	<ul style="list-style-type: none"> <li>• Check member benefits and eligibility</li> <li>• Submit, track and correct claims</li> <li>• Locate, review and reconcile detailed remittance data</li> <li>• Access specific payer resources</li> <li>• Submit prior authorization requests</li> <li>• Get primary care physician (PCP) notifications of a member's admission, discharge and hospital transfer status (Medi-Cal only)</li> </ul> <p>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.</p>
<p>Health Net's secure provider portal</p>	<a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	<ul style="list-style-type: none"> <li>• View and submit claims, including remittance advice (RA) details<sup>1</sup></li> <li>• Check member eligibility</li> <li>• Access member copay in the schedule of benefits</li> <li>• Request prior authorization for select services and procedures<sup>1</sup></li> </ul>

<sup>1</sup>Available for Individual & Family Plans (Ambetter HMO and PPO) and Medicare members only.

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<p>Electronic Funds Transfer (EFT) registration</p> <ul style="list-style-type: none"> <li>Individual &amp; Family Plans (Ambetter HMO/PPO)</li> <li>Individual Medicare Advantage</li> </ul>	<ul style="list-style-type: none"> <li>Online registration with <a href="#">Payspan</a> or <a href="https://bit.ly/PaySpanReqCode">https://bit.ly/PaySpanReqCode</a></li> <li>Email registration at <a href="mailto:ProviderSupport@Payspanhealth.com">ProviderSupport@Payspanhealth.com</a></li> <li>Phone registration via Payspan Provider Services at 877-331-7154, option 1</li> </ul>	<p>EFT automatically distributes funds into your bank account. It is safe, secure, efficient and less expensive than paper check payments and collections.</p>
<p>Electronic Funds Transfer (EFT) registration</p> <ul style="list-style-type: none"> <li>Employer Group (HMO/POS/PPO)</li> <li>Medi-Cal</li> </ul>	<ul style="list-style-type: none"> <li>Online registration at <a href="https://bit.ly/EFTRegistration">https://bit.ly/EFTRegistration</a></li> <li>Download the form using this QR code</li> </ul> 	
<p>Behavioral Health Provider Resource Center</p>	<a href="https://bit.ly/BHResourceCtr">https://bit.ly/BHResourceCtr</a>	<ul style="list-style-type: none"> <li>Clinical practice guidelines</li> <li>Behavioral health contacts</li> <li>Guidelines on claim submissions</li> <li>Previously distributed provider communications</li> <li>Provider training and webinars</li> <li>Self-service tools</li> </ul>
<p>Provider Library</p>	<a href="https://providerlibrary.healthnetcalifornia.com">providerlibrary.healthnetcalifornia.com</a>	<p>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:</p> <ul style="list-style-type: none"> <li>Behavioral Health Provider Operations Manual</li> <li>Archived provider updates and other notices</li> <li>Prior authorization requirements</li> <li>Provider Pulse newsletters</li> <li>Contacts</li> </ul>

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Behavioral Health Provider Operations Manual	<a href="https://bit.ly/BHOpsManual">https://bit.ly/BHOpsManual</a>	<p>The manual includes general Plan policies and procedures and information on, but not limited to:</p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Claim submission requirements and processes</li> <li>• Appeals and dispute process</li> <li>• Referrals and prior authorization</li> </ul>
Provider Training Webinars and Other Provider-Related Resources	<a href="https://bit.ly/HN-Provider-Trainings-Resources">https://bit.ly/HN-Provider-Trainings-Resources</a>	<ul style="list-style-type: none"> <li>• Required trainings</li> <li>• CalAIM resources for Medi-Cal providers</li> <li>• Operational, administrative and value-added provider trainings</li> <li>• New provider onboarding materials</li> <li>• Provider Library and operations manuals</li> </ul>
2024 DHCS Targeted Rate Increase for Select Medi-Cal Services	<a href="https://bit.ly/HN-TRI">https://bit.ly/HN-TRI</a>	FAQs and important communication links about the DHCS targeted rate increase based on All Plan Letter 19-001.