

# 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](http://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](http://providerlibrary.healthnetcalifornia.com).



## What you'll see in the Provider Library

- **The library includes:**
- **All lines of business** information can be accessed in the same place.
- In the operations manuals, the Benefits page is **alphabetized**.

Provider Manual
Updates and Letters
Forms and References
Contacts
Glossary

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

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**

<p>A</p> <ul style="list-style-type: none"> <li>● Acupuncture</li> <li>● AIDS</li> <li>● Alcohol and Drug Abuse</li> <li>● Allergy Treatment</li> <li>● Ambulance</li> </ul>	<p>B</p> <ul style="list-style-type: none"> <li>● Bariatric Surgery</li> <li>● Behavioral Health</li> <li>● Blood</li> </ul>
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### Questions?

For questions regarding the Provider Library and operations manual, contact [provider.communications@healthnet.com](mailto: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)
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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 through the United 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

Supplemental rates for dates of service from July 1, 2019, through December 31, 2021, are the same as the standard year (SFY) 2018/2019 rates.

20-091 PRIOR AUTHORIZATION CHANGES EFF APRIL 1, 2020

Prior Authorization Requirements- Additions and changes, effective 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    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*.