

# PROVIDER Update



NEWS & ANNOUNCEMENTS

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## Move to New Provider Portal Delayed to Ensure Tools Work Correctly

Continue to access [provider.healthnet.com](http://provider.healthnet.com) for your post-login content until further notice

As previously communicated over the past month, we have been working diligently to stand up one provider portal that gives you access to more self-service tools and functions for all your needs. During our internal user testing of this new platform, we experienced some inconsistencies with the operations of some self-service tools. We understand how important it is for our provider partners to have useful and easy-to-use tools that help you manage your patient's health, and that these tools work properly.

### What you need to know

We have made the decision to delay the launch of the new provider portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) until we are certain everything you need on the new portal is working properly.

Please continue to access **[provider.healthnet.com](http://provider.healthnet.com)** for your post-login content. We will let you know of the new date to start accessing your post-login content on the new provider portal once internal testing is successfully completed. We apologize for the delay and any inconvenience this presents for you.

### Training webinars

All future scheduled trainings for the new portal at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) are postponed to a later time to align with a new launch date.

### Registration for the new portal

You can continue to pre-register for [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) by following these steps:

- 1 Go to [provider.healthnet.com](http://provider.healthnet.com).
- 2 Select **Pre-register for provider.healthnetcalifornia.com and be ready for the migration**. The link will take you to [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) to register for your new account.
- 3 Select **Create An Account**.
- 4 Follow the prompts until registration is complete.

If you have already registered, please keep your log in information until we have established and communicated a new launch date.

If you have questions regarding the migration to the new portal, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

1-888-893-1569  
[www.healthnet.com](http://www.healthnet.com)