

# PROVIDER Update



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## Availity to Host Live Training Webinars for Providers

As you may be aware, the ability to electronically submit claims to Change Healthcare is currently unavailable due to a cybersecurity incident that impacted its network and operations with no timeline for resolution. Availity, our preferred clearinghouse partner, is ready and available to help providers to enroll and begin submitting claims. They are offering several live training webinars for providers to get started with Availity Essentials.

Webinar registration is easy via the Availity Essentials Provider Portal at <https://www.availity.com/Essentials>. **Providers must be enrolled with Availity Essentials to access webinars.** Step-by-step instructions for Availity Essentials enrollment can be found on the Availity Lifeline website at <https://availity.com/availity-lifeline-self-serve-resources>.

### Live Webinar: Use Availity Essentials to Submit Professional Claims

Join Availity to explore using the Claims and Encounters application on Availity Essentials. In this 75-minute webinar, providers will learn how to:

- Get access and explore form options.
- Save entry time including shortcuts when entering provider, patient, and code details.
- Use key features that include options for submitting COB claims, corrected claims, and adding attachments.
- Take important steps to follow up after you submit claims.
- Navigate help, training and support tools.

An expert Availity Essentials application trainer will also guide providers through key insights about the application and provide a downloadable quick-tips PDF that they can save to use later.

### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers
- Behavioral Health Providers

### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter PPO
- Employer Group
  - HMO/POS
  - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Medi-Cal – Health Net (all counties)
- Medi-Cal - CHW (all counties Health Net no longer serves as of 1/1/24)
- Medi-Cal – Community Health Plan of Imperial Valley
- Medi-Cal – CalViva Health

### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

#### Ambetter from Health Net IFP

**Ambetter PPO** – 844-463-8188

**Ambetter HMO** – 888-926-2164

**Health Net Employer Group HMO, POS & PPO** – 800-641-7761

**Medicare (individual & employer group) (Wellcare By Health Net)** – 800-929-9224

**Medi-Cal (including CS and ECM providers)** – 800-675-6110

**Medi-Cal CHW (all counties Health Net no longer serves)** - 800-675-6110

**Medi-Cal Community Health Plan of Imperial Valley** – 833-236-4141

**Medi-Cal CalViva Health** – 888-893-1569

**Behavioral Health providers** – 844-966-0298

### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

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**Upcoming webinar dates:**

- March 11 – 12 p.m. ET/9 a.m. PT
- March 13 – 11 a.m. ET/8 a.m. PT
- March 14 – 10 a.m. ET/7 a.m. PT
- March 15 – 10 a.m. ET/7 a.m. PT
- March 19 – 10 a.m. ET/7 a.m. PT

**Live Webinar: Getting Started with Electronic Data Interchange (EDI) on Availity Essentials**

Join Availity experts to learn about Electronic Data Interchange (EDI) on Availity Essentials. This webinar will cover:

- How to access the Availity EDI Companion Guide.
- Availity payer list.
- EDI reporting preferences.
- Manage your file transfer protocol (FTP) mailbox.
- Send and receive EDI files.
- EDI response files.
- Help and support resources.

**Upcoming webinar dates:**

- March 11 – 1:30 p.m. ET/10:30 a.m. PT
- March 13 – 3:30 p.m. ET/12:30 p.m. PT
- March 14 – 2:30 p.m. ET/11:30 a.m. PT
- March 15 – 2 p.m. ET/11 a.m. PT

Registration: Webinar registration is easy via the Availity Essentials Provider Portal at <https://www.availity.com/Essentials>

**Additional information**

Thank you for your continued partnership as we navigate the Change Healthcare outage. If you have any questions, visit Change Healthcare Outage Information at [healthnet.com/ChangeHealthcare](https://healthnet.com/ChangeHealthcare), Change Healthcare Outage Overview at <https://www.centene.com/change-healthcare.html> or contact Provider Engagement at [HN\\_Provider\\_Relations@healthnet.com](mailto:HN_Provider_Relations@healthnet.com).