

Behavioral Health Provider Operations Manual – Digital Edition Launching January 15, 2026

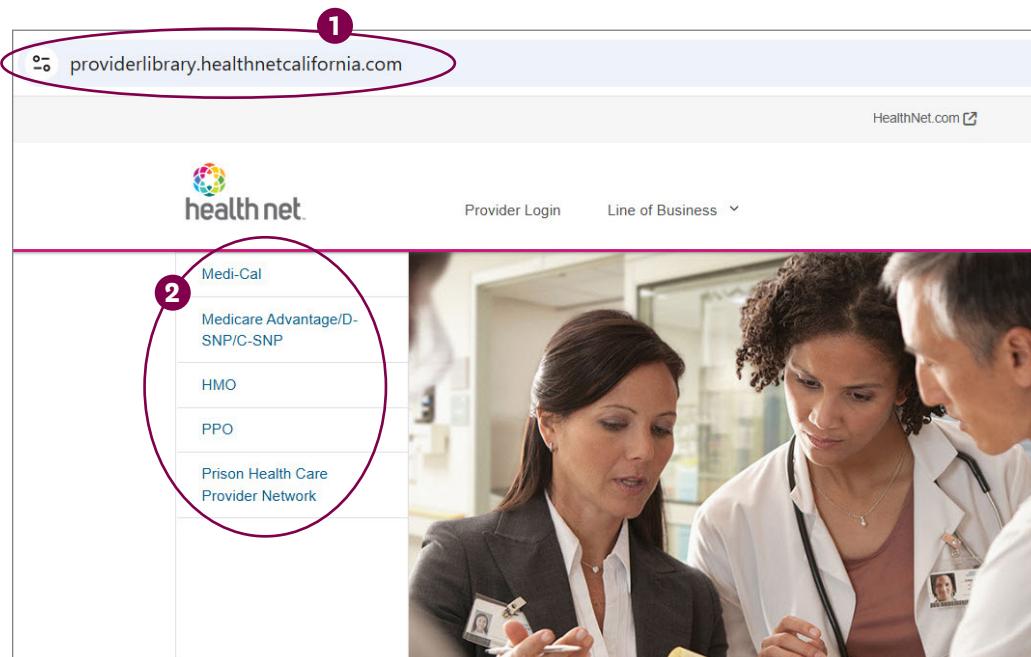
INSTANT ACCESS, REAL-TIME UPDATES AND EASY NAVIGATION

We've upgraded the Behavioral Health Provider Operations Manual from a static PDF to a digital online format, giving you:

- **Standardization:** The manual now follows the same format as other lines of business, creating a consistent and streamlined experience.
- **Real-time access:** Instantly view the latest version—no more waiting for updates.
- **Timely updates:** Changes are made quickly and efficiently, eliminating delays.

How to access the manual

- 1 Go to providerlibrary.healthnetcalifornia.com.
- 2 Select your line of business from the left navigation bar.



(continued)

Navigate with ease

3 Use the left-hand navigation bar to jump to the topic you need.

4 Check the Provider Type section to confirm the information applies to your provider type.

The screenshot shows the HealthNet provider library interface. On the left, there is a navigation bar with a 'HMO' section containing links for 'Provider Manual', 'Adverse Childhood Experiences (ACEs)', 'Appeals, Grievances and Disputes', and 'Member Appeals'. On the right, there is an 'Overview' section with a 'Provider Type' sub-section. This sub-section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. There are also links for 'Print Section' and 'Print Page' at the top right of the overview area.

Find what you need fast

5 Use the search tool (magnifying glass at the top right) to find topics or sections in the Provider Library (excluding Provider Updates and Notices).

6 For Updates and Notices use the search bar at the very top right. Enter keywords, phrases or the provider communication material number (i.e., 26-003).

Results will include content from the Provider Library for the specific line of business selected.

The screenshot shows the HealthNet provider library interface. At the top right, there is a search bar with the placeholder 'Enter Keyword' and a magnifying glass icon. Below the search bar, there is an 'Overview' section with a 'Provider Type' sub-section. This sub-section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. There are also links for 'Print Section' and 'Print Page' at the top right of the overview area. The magnifying glass icon from the search bar is circled with a red oval and labeled '6'.

Print your way

7 Print the entire manual, specific sections or individual pages from the left navigation bar.

8 Use the Print function at the top right to select "Print Section" or "Print Page."

Create PDFs or paper copies as needed.

The screenshot shows the HealthNet provider library interface. At the top right, there is a search bar with the placeholder 'Enter Keyword' and a magnifying glass icon. Below the search bar, there is an 'Overview' section with a 'Provider Type' sub-section. This sub-section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. There are also links for 'Print Section' and 'Print Page' at the top right of the overview area. The magnifying glass icon from the search bar is circled with a red oval and labeled '6'. The 'Print Section' and 'Print Page' links are circled with a red oval and labeled '8'.

Questions?

Contact the Provider Communications Department via email at provider.communications@healthnet.com.