

# Behavioral Health Provider Operations Manual – Digital Edition

## Launching January 15, 2026

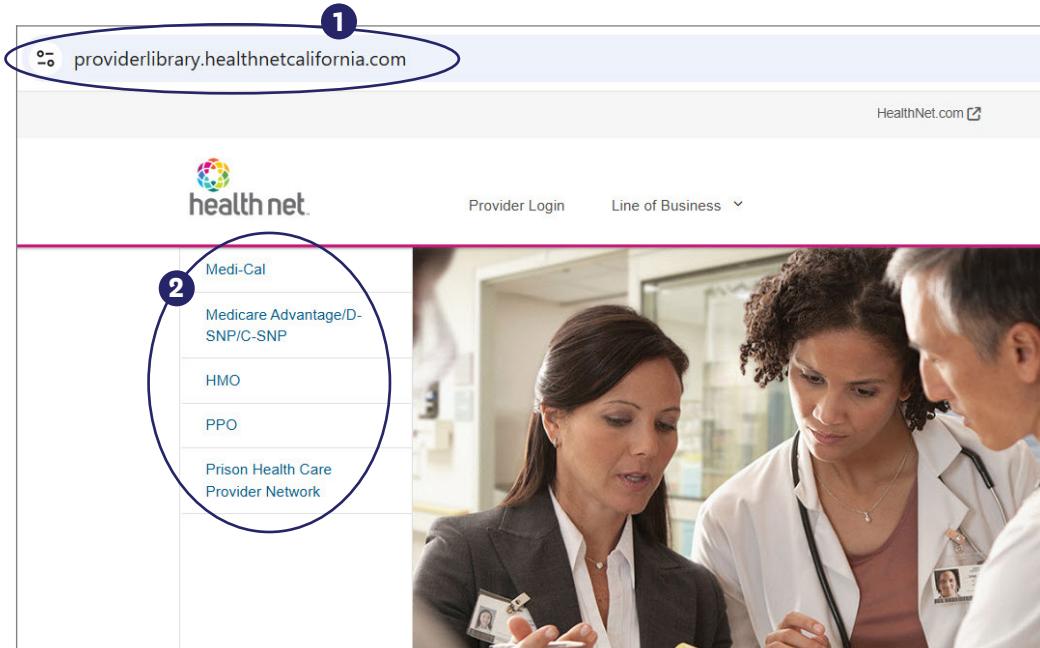
### INSTANT ACCESS, REAL-TIME UPDATES AND EASY NAVIGATION

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](http://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 sections like 'HMO', 'Provider Manual', 'Adverse Childhood Experiences (ACES)', 'Appeals, Grievances and Disputes', and 'Member Appeals'. A blue circle with the number '3' highlights the 'HMO' section. On the right, there is an 'Overview' section with a 'Provider Type' header. This header is highlighted with a blue circle containing the number '4'. The 'Provider Type' section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. Below this list, there is a note about the provider dispute resolution process and a link to 'Participating providers'.

## 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. A blue circle with the number '6' highlights the search bar. Below the search bar, there is an 'Overview' section with a 'Provider Type' header. This header is highlighted with a blue circle containing the number '5'. The 'Provider Type' section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. Below this list, there is a note about the provider dispute resolution process and a link to 'Participating providers'. A list of actions is provided for each provider type.

## 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 'Print' icon with a magnifying glass and a 'Print Section' or 'Print Page' option. A blue circle with the number '7' highlights the 'Print' icon. Another blue circle with the number '8' highlights the 'Print Section' or 'Print Page' option. Below the print options, there is an 'Overview' section with a 'Provider Type' header. This header is highlighted with a blue circle containing the number '8'. The 'Provider Type' section contains a list of provider types: 'Physicians and Practitioners', 'Hospitals', 'Participating Physician Groups (PPG)', and 'Ancillary'. Below this list, there is a note about the provider dispute resolution process and a link to 'Participating providers'.

## Questions?

Contact the Provider Communications Department via email at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com).