Health Net's
Provider *Library*

Quick access to the information you need

Health Net®

COMMUNITY SOLUTIONS

Navigating the Provider Library

The Provider Library online at provider.healthnet.com allows participating providers to conveniently access pertinent materials for multiple lines of business, including operations manuals, provider communications (updates and letters), forms, contacts, Online News articles, and more. For the most current and accurate information, Health Net recommends that providers refer to these documents on provider.healthnet.com.

Health Net provider materials and communications are developed to notify providers and staff of new programs, changes, policies and procedures, and to support Health Net members' care. It is important to Health Net to offer providers the best tools and documentation. After reviewing the information in this document, if you have questions or would like to submit feedback, email the National Provider Communications Department at provider.communications@healthnet.com.

The Provider Library houses archives of provider communications previously distributed to notify providers and staff of new programs, changes, policies and procedures, and to support our members' care.
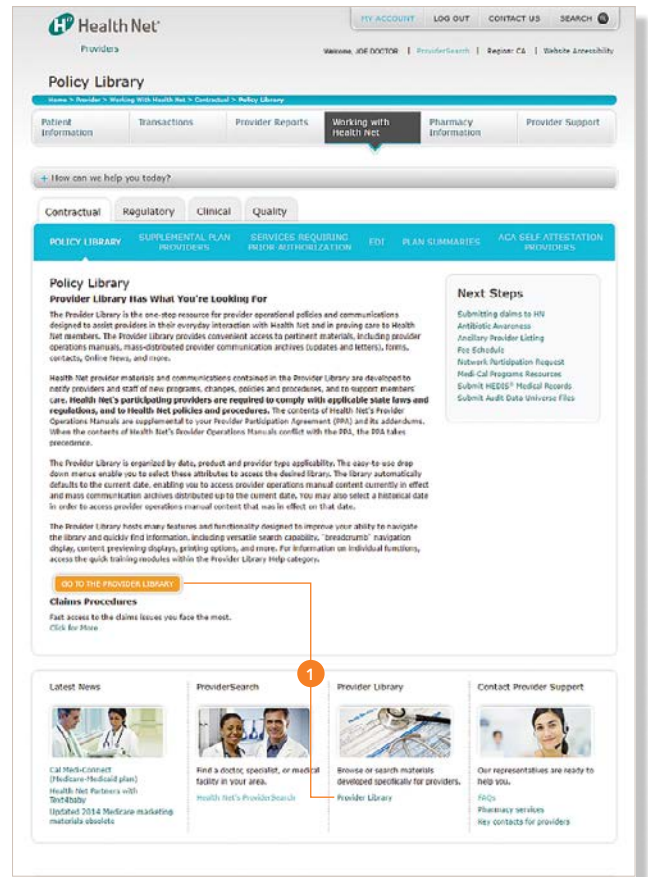
To access Health Net's electronic operations manuals and provider communications, follow these steps:

Step 1

Log in to Health Net's provider website at provider.healthnet.com and select *Working with Health Net > Contractual > Policy Library > Go To The Provider Library* or select the *Provider Library* link located at the bottom of the provider home page.

Step 2

On the Select a Provider Library page, specify the desired effective date. This automatically defaults to the Current Date option, unless a historical date is entered.

Step 3

Select a state.

Step 4

Select your provider type.

Step 5

Select the product line (line of business) desired.

Optional step 6

Check the *Remember my selections* box to quickly return to the same library in the future.

In this example, the California Physician or Practitioner Medi-Cal Kern Provider Library has been selected. This allows access to provider materials developed specifically for this provider type and this product line, including operations manuals, updates and letters, contacts, forms, Online News articles, change memos, and help. To assist users in navigating the library, refer to the Provider Library Navigation Key.

Once in the Provider Library, providers may access operations manuals, communications (updates and letters), forms, contacts, and more by selecting the main categories as desired from the category menu on the left side of the screen. The Help modules provide guidance to navigate and use the functions of the Provider Library.
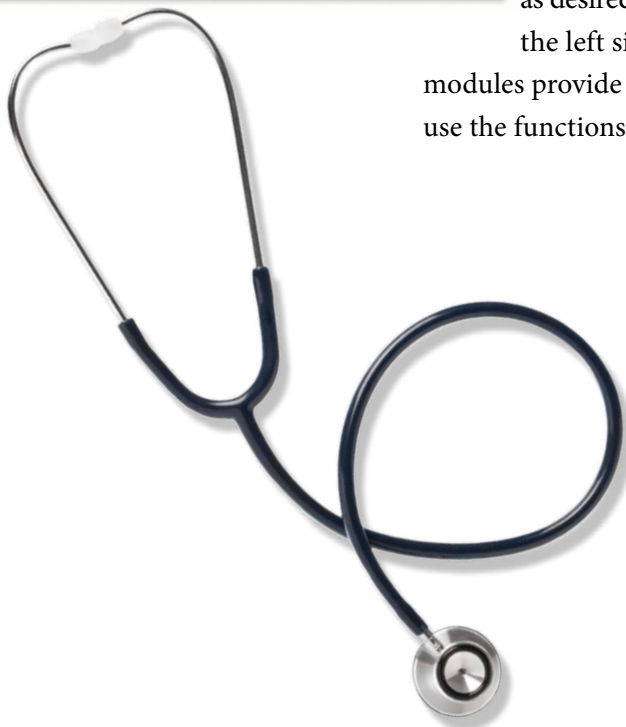
Provider Library
Navigation *Key*

1. Current library display

Located at the top of the page, this provides specific information about the Provider Library in use, including state, provider type, product line, and effective date. It also provides one of two change function locations for the user to change libraries.

2. You are here display

Located at the top of the page directly under the Current Library, this interactive breadcrumb feature displays the navigational path for the current location in the Provider Library. Click on the highlighted sections of the path to return to that section or document.

3. Library navigation

Using the left-side Provider Library navigation menu, folders will open displaying embedded documents and subfolders as applicable. Your selected item is highlighted, and its content appears in the main viewing window. To navigate to another document, select another item in the Provider Library menu.

4. Content excerpts

When navigating through the Provider Library menu, hover your cursor over a menu item for a content excerpt to display as a flyout message that includes the content effective date. Use this feature to quickly scan documents to determine relevance to your search.

5. Change memos

The Change Memos category in the left navigation menu is used to alert you to important recent changes or additions to the selected operations manual. Displayed as an interactive list, the Change Memo provides pertinent information and quick access to revised documents without having to read or search the entire manual. Select the Change Memos category to view the titles, effective date, navigational path, and content excerpts of recently changed documents. Click on the document title to navigate and view the entire document. Use your browser's back button to return to the Change Memo category.

6. Create bookmarks

When viewing a document, you may use the Bookmark feature in the left navigation bar to bookmark the document for reference. Bookmarks are tied to your user name and password and allow you to save important documents for easy accessibility in the future. Simply select *Bookmark this Page* to create a link. To view this page in the future, select the document title either from the Bookmarks drop-down menu or from the *Bookmarks > Manage Bookmarks* page. Use the *Manage Bookmarks* page to view all bookmarked titles, including the provider library in which each document was found and the document effective date. If a bookmark is no longer needed, select the delete symbol button on the right of the bookmark link.

7. View/print entire manual

When necessary, a complete section or entire operations manual (including associated forms and contacts) may be rendered, viewed

and printed in a user-friendly print format; however, Health Net recommends that you always access the website for the most current documents, as operations manual content is subject to change.

8. Change library

All documents in the Provider Library are tied to the specific attributes of the library, including product line (or plan code), provider type, effective date, and state.

To view another library, select the gray *Change Library* button located at the top of the Provider Library page. While remaining in the current library, you may change one or more attributes to select the desired new library – Just select the green *Submit* button to launch. You may also initiate a library change using the *change* link next to the Current Library display; note that this option logs you out of the current library and navigates back to the original Select a Provider Library screen.

(continued)

To search the library, use a key word, partial words, numbers, or phrases with no less than three characters.

9. Search the library

To search for content, use the drop-down menu to choose a specific content category, such as operations manual or updates, or select *All Categories* to search the entire Provider Library. Use a key word, partial words, numbers, or phrases with no less than three characters (the search function is not case-sensitive). Then select the orange *Search* button.

Search results appear in the display window as a list (up to 20 results per page) and may include text documents, forms, updates, or other items that contain the key word or phrase searched. Each result provides the title of the item, the navigational path to locate the item, and a brief content excerpt of the item containing the search string. Scan the excerpt to help determine relevance of the document to your search. Click on the document title to navigate to the document. To return to the search results, use your browser's back button.

10. Change effective date

To view historical operations manual content, select the *Change Library* function as previously described. *Choose the Effective Date as* and enter the desired effective date in a mm/dd/yyyy format or use the calendar feature to select the date.

The chosen date appears in the *Current Library* path noted at the top of the page.

Distribute documents electronically

The Provider Library hosts a convenient email feature that allows you to quickly distribute any document within the library to your office staff with a valid email address. When viewing a document, simply click on the teal envelope icon, which appears at the top of the window for operations manual documents, and within the Forms and Updates display tables in the Send column. You may then enter up to 15 email addresses at one time. Include your email address and select *Submit*.

Adobe Acrobat PDFs

Most forms, updates and letters, and some operations manual documents are loaded as Adobe Acrobat PDF files. These are identified by an Adobe symbol. Adobe Acrobat is required; to obtain this software, select *Download Adobe Reader*. To open these files, select the document title link. The PDF opens in a pop-up window.

If you would like additional information, or have comments or questions regarding the Provider Library, contact the Health Net National Provider Communications Department via email at provider.communications@healthnet.com.

OPTIONS AHEAD

Health Net recommends that providers always access the website for the most current documents, as operations manual content is subject to change.

The Provider Library is located online at provider.healthnet.com. The library's format, functionality and features enhance providers' ability to easily navigate the library and quickly find information to assist you in your everyday interactions with Health Net.

Health Net's Provider Library includes operations manuals, provider communications (updates and letters), forms, Health Net contact information, and more.

Search for current or date-specific historical information.

Features include:

Audience-specific information
Narrow your search for information by specifying your provider type, such as physician or hospital, and line of business, or with the Member Plan Code selection option.

Effective dates
Search for current or date-specific historical information.

Flexible audience changes
Easily change audience selections by individual attributes without leaving the library.

Remember My Selection feature
Set your individual preferences on your most commonly used library to quickly return to it at a later session.

Search feature
Search the entire Provider Library at once, or by category, using as few as three characters; view content excerpts for relevance and the navigational path to documents found.

You Are Here feature
Quickly identify the location/path to the document you are viewing and return to previously viewed documents using this interactive breadcrumb navigational feature, which is displayed at all times.

Change memos
Quickly view recent changes made to the operations manuals with an enhanced display, allowing quick identification of the change and navigation to the document.

Content previewing features
Scan excerpts of document content for relevance using document title flyout displays and improved search findings displays.

Bookmarking functionality
Easily create and manage bookmarks to frequently used documents for future access. View important attributes of the bookmark, including the specific provider library in which the bookmark was selected and the effective date.

Versatile printing functions
Print individual documents, selected sections or an entire operations manual (with associated forms and Health Net contacts) in a print-friendly format.

Electronic document distribution
Use the email feature to easily send electronic copies of any library document by email without leaving the library.

Library help
Access online training modules to identify and use other features on the site.