

# Your **New** Provider Portal Is Launching Soon!

As previously communicated, we delayed the launch of the new provider portal at **provider.healthnetcalifornia.com** because of technical difficulties. These technical difficulties created a sub-par experience for our providers. All identified issues have been resolved.

We are pleased to report that the new provider portal at **provider.healthnetcalifornia.com** will launch on November 18, 2021.

## Learn about the new portal: register for a webinar

If you've already attended a webinar, you do not need to join another one unless you'd like to. Everything you've already learned remains the same.

Follow the steps below to register:

1. Select the URL for the webinar you would like to attend below.
2. Choose a topic and date that fits your schedule.
3. Once registered, you will be provided with a webinar identification (ID).
4. Add the webinar to your calendar.
5. Resource materials and links to the webinar recording will be distributed by email after the webinar.

Topic	Description	URL
<b>Overview</b>	Overview of all provider portal operations.	<a href="https://rebrand.ly/FMOverview">https://rebrand.ly/FMOverview</a>
<b>Authorizations</b>	A detailed review of the authorization process.	<a href="https://rebrand.ly/FMAuth">https://rebrand.ly/FMAuth</a>
<b>Claims</b>	A detailed review of the claims process.	<a href="https://rebrand.ly/FMClaims">https://rebrand.ly/FMClaims</a>
<b>Patient Information</b>	A detailed review of patient information.	<a href="https://rebrand.ly/FMPatient">https://rebrand.ly/FMPatient</a>
<b>Questions and Answers</b>	Open question and answer session with subject matter experts.	<a href="https://rebrand.ly/FMOpen">https://rebrand.ly/FMOpen</a>

(continued)



On **November 18, 2021**, post-login content from **provider.healthnet.com** moves to **provider.healthnetcalifornia.com**. Watch for another communication on the day of launch.

## Download the provider portal reference guide

We have created a reference guide to complement the webinar trainings. To download the guide:

1. Go to [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com).
2. Choose a line of business.
3. Select *Education and Other Materials*.
4. Then select *Save Time Navigating the Provider Portal*.

## You must be registered to use [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com)

If you already have an account on <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	If you are new to <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>
You <b>do not need to register</b> . Starting November 18, 2021, visit <a href="https://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a> for all post-login needs. <sup>1</sup>	You must register for an account through <a href="https://provider.healthnet.com">provider.healthnet.com</a> . Follow the steps in the “Steps to register for an account” section on the right side of this page.

<sup>1</sup>All of the products you are contracted for will be available to you. Reach out to your Provider Relations representative if you believe the products listed are incorrect.

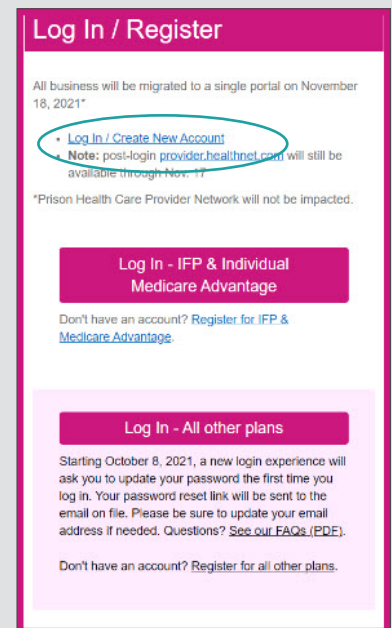
## Questions?

For webinar questions, contact [partnersinperformance@healthnet.com](mailto:partnersinperformance@healthnet.com).

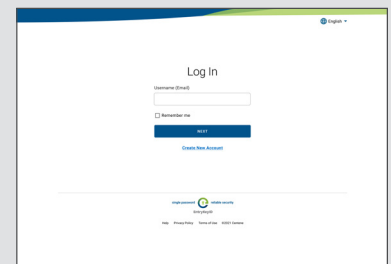
For questions regarding registering for a new account or this migration, contact the Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) or by phone at 800-929-9224.

## Steps to register for an account

- 1 Go to [provider.healthnet.com](https://provider.healthnet.com). Providers logging in may be prompted to change their password as an extra security measure. Your password reset link will be sent to the email on file. Update your email address if needed.
- 2 Select *Register for a new account*. The link will take you to [provider.healthnetcalifornia.com](https://provider.healthnetcalifornia.com) to register for your new account.



- 3 Select *Create An Account*.



- 4 Follow the prompts until registration is complete.



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## Questions?

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For questions regarding registering for a new account or this migration, contact the applicable Health Net\* Provider Services Center at:

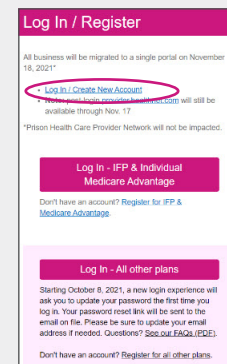
Line of business	Phone
EnhancedCare PPO (IFP and SBG)	844-463-8188
Health Net Employer Group HMO, POS, HSP, PPO, & EPO	800-641-7761
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	888-926-2164
Medi-Cal	800-675-6110
Cal MediConnect – Los Angeles County	855-464-3571
Cal MediConnect – San Diego County	855-464-3572

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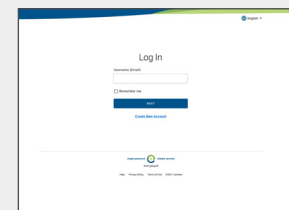
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