



Move to New Provider Portal Delayed to Ensure Tools Work Correctly

Continue to access provider.healthnet.com for your post-login content until further notice

As previously communicated over the past month, we have been working diligently to stand up one provider portal that gives you access to more self-service tools and functions for all your needs. During our internal user testing of this new platform, we experienced some inconsistencies with the operations of some self-service tools. We understand how important it is for our provider partners to have useful and easy-to-use tools that help you manage your patient's health, and that these tools work properly.

What you need to know

We have made the decision to delay the launch of the new provider portal at provider.healthnetcalifornia.com until we are certain everything you need on the new portal is working properly.

Please continue to access **provider.healthnet.com** for your post-login content. We will let you know of the new date to start accessing your post-login content on the new provider portal once internal testing is successfully completed. We apologize for the delay and any inconvenience this presents for you.

Training webinars

All future scheduled trainings for the new portal at provider.healthnetcalifornia.com are postponed to a later time to align with a new launch date.

Registration for the new portal

You can continue to pre-register for provider.healthnetcalifornia.com by following these steps:

- 1 Go to provider.healthnet.com.
- 2 Select **Pre-register for provider.healthnetcalifornia.com and be ready for the migration**. The link will take you to provider.healthnetcalifornia.com to register for your new account.
- 3 Select **Create An Account**.
- 4 Follow the prompts until registration is complete.

If you have already registered, please keep your log in information until we have established and communicated a new launch date. If you have questions regarding the migration to the new portal, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188

provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188

provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

provider.healthnetcalifornia.com

Medicare (individual)

1-800-929-9224

provider.healthnetcalifornia.com

Medicare (employer group)

1-800-929-9224

provider.healthnet.com

Medi-Cal – 1-800-675-6110

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider_communications@healthnet.com

* Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by phone or by return fax and destroy this transmission, along with any attachments.