

Stay Up on the Latest Info with the Provider Library

YOUR GUIDE TO GET MATERIAL WITH
THE CLICK OF A MOUSE



*Coverage for
every stage of life™*



Visit provider.healthnet.com
to get started.

Find What You Need When You Need It

The Provider Library at provider.healthnet.com is designed so you can find relevant information to do business with us.

The library includes operations manuals, forms, contacts, and much more. You can also view provider communications (updates and letters) that have been sent out. These materials help you find information about programs, changes, policies, and procedures to support members' care.

Choose the fields to narrow your search

Search the entire library at once, or by category.

- Use as few as three characters.
- View content for relevance.
- Navigate paths to found items.

Know where you are at all times

You are here displays your location within the library. Return to a previous section using this breadcrumb.

5 Easy Steps to Access the Provider Library



Health Net

Providers

Welcome, JOE DOCTOR | ProviderSearch | Region: CA | Website Accessibility

Policy Library

Home > Provider > Working With Health Net > Contractual > Policy Library

Patient Information Transactions **Working with Health Net** Pharmacy Information Provider Support

+ How can we help you today?

Contractual Regulatory Clinical Quality Provider Engagement

POLICY LIBRARY SUPPLEMENTAL PLAN PROVIDERS SERVICES REQUIRING PRIOR AUTHORIZATION EDI PLAN SUMMARIES ACA SELF-ATTESTATION PROVIDERS

Policy Library
Provider Library Has What You're Looking For

The Provider Library is the one-stop resource for provider operational policies and communications designed to assist providers in their everyday interaction with Health Net and in providing care to Health Net members. The Provider Library provides convenient access to pertinent materials, including provider operations manuals, mass-distributed provider communication archives (updates and letters), forms, contacts, Online News, and more.

Health Net provider materials and communications contained in the Provider Library are developed to notify providers and staff of new programs, changes, policies and procedures, and to support members' care. **Health Net's participating providers are required to comply with applicable state laws and regulations, and to Health Net policies and procedures.** The contents of Health Net's Provider Operations Manuals are supplemental to your Provider Participation Agreement (PPA) and its addendums. When the contents of Health Net's Provider Operations Manuals conflict with the PPA, the PPA takes precedence.

The Provider Library is organized by date, product and provider type applicability. The easy-to-use drop down menus enable you to select these attributes to access the desired library. The library automatically defaults to the current date, enabling you to access provider operations manual content currently in effect and mass communication archives distributed up to the current date. You may also select a historical date in order to access provider operations manual content that was in effect on that date.

The Provider Library hosts many features and functionality designed to improve your ability to navigate the library and quickly find information, including versatile search capability, "breadcrumb" navigation display, content previewing displays, printing options, and more. For information on individual functions, access the quick training modules within the Provider Library Help category.

GO TO THE PROVIDER LIBRARY

Claims Procedures
 Fast access to the claims issues you face the most.
[Click for More](#)

Latest News ProviderSearch **Provider Library** Contact Provider Support

Access the Provider Library online
 at provider.healthnet.com.



Select a Provider Library

The Health Net Provider Library contains materials developed specifically for p and line of business. The library includes provider operations manuals, archive (updates and letters), forms, contacts, and online news articles.

Use the fields below to select the desired Provider Library settings to access o information applicable to the provider type and member's benefit plan (line of

***Required Fields**

Choose Effective Date as: ☒ The Current Date

Or Choose Effective Date as:

* State:

* Provider Type:

* Choose a Product Line: ☐ Product Line:

Or Choose a Plan Code: ☐ Plan Code:

☐ Remember my selections

STEP 1: Log in to provider.healthnet.com and select *Working with Health Net > Contractual > Policy Library > Go To The Provider Library* or select the Provider Library link at the bottom of the provider home page.

STEP 2: The date auto defaults to the Current Date option, unless a specific date is entered.

STEP 3: Select a state.

STEP 4: Select your provider type.

STEP 5: Select the line of business desired.

STEP 6: (Optional) Check *the Remember my selections* box to return to the same library you selected earlier.

Provider Library

Use these Tips to Navigate the Provider Library



1 Current library

Displays the chosen library.

2 You are here

This breadcrumb shows the path for the current location in the library. Click on the highlighted sections of the path to return to that section or document.

3 Library menu

Use the left-side menu to open folders with documents and subfolders. Your selected item is highlighted and its content appears in the main window. To view another document, select another item in the library.

4 Content fly-out

If you hover your cursor over a menu item, the text displays as a fly-out message. Use it to scan documents to see if it's relevant to your search.

5 Print

Print a document or section of the operations manual (includes associated forms and contacts). Content is subject to change; make sure to access the website for the most current documents.

The screenshot displays the 'CA PPG/Medical Group/IPA Cal MediConnect' Provider Library interface. It features a left-hand navigation menu, a search bar at the top, and a main content area. Numbered callouts highlight specific features: 1 points to the 'Operations Manuals' menu item; 2 points to the breadcrumb trail 'You are here: Select a Provider Library > Provider Library > Operations Manuals > Credentialing > Organizational Providers Certification or Recertification'; 3 points to the 'Organizational Providers Certification or Recertification' document title; 4 points to the 'Print Library' button; and 5 points to the 'Print' button in the fly-out menu.

CA PPG/Medical Group/IPA Cal MediConnect

CHANGE LIBRARY ?

Search within this Library Search: Operations Manuals Keyword: Enter Keyword SEARCH ?

1 Updates and Letters
Forms
Contacts
3 Operations Manuals
4
Investigations
Organizational Providers Certification or Recertification
Practitioner's Rights
Primary Source Verification for Credentialing and Recredentialing
Recredentialing of Practitioners
Site Evaluations
Standards of Participation
Terminated Contracts and Reassignment of Members
Denial Notification
Disenrollment
Online News
Help
Change Memos

Current Library: CA PPG/Medical Group/IPA Cal MediConnect, Effective 07/10/2019 change
You are here: Select a Provider Library > Provider Library > Operations Manuals > Credentialing > Organizational Providers Certification or Recertification

2 Organizational Providers Certification or Recertification

An organizational provider (OP) is an institutional provider of health care that is licensed by the state or otherwise authorized to operate as a health care facility. Examples of OPs include, but are not limited to, hospitals, home health agencies, skilled nursing facilities (SNFs), and ambulatory surgical centers

Organizational Providers Certification or Recertification
01/01/2018
An organizational provider (OP) is an institutional provider of health care that is licensed by the state or otherwise authorized to operate as a health care facility. Examples of OPs include, but are not limited to, hospitals, home health agen...

Regulated entities include:

- Laboratories
- Office-based surgery suites
- Comprehensive outpatient rehabilitation facilities
- Physical therapy and speech pathology providers
- Portable X-ray suppliers
- Radiology/imaging centers
- Behavioral health facilities (inpatient, residential and ambulatory)
- Sleep study centers
- Urgent care centers
- Federally qualified health centers and rural health clinics
- Community-Based Adult Services (CBAS) centers
- Other providers as deemed necessary

Providers contracting directly with the plan must submit a completed, signed plan-approved hospital or ancillary facility credentialing application and any supporting documentation to the plan for processing. The documentation, at a minimum, includes:

- Evidence of a site survey that has been conducted by an accepted agency, if the provider is required to have such an on-site survey prior to being issued a state license. Accepted agency surveys include those performed by the state Department of Health and Human Services (DHHS), Department of Public Health (DPH) or Centers for Medicare & Medicaid Services (CMS).
- Evidence of a current, unencumbered state facility license. If not licensed by the state, the facility must possess a current city license, fictitious name permit, certificate of need, or business registration.
- Copy of a current accreditation certificate appropriate for the facility. If not accredited, then a copy of the most recent DHHS/DPH site survey as described above is required. A favorable site review consists of compliance with quality of care standards established by CMS or the applicable state health department. The plan obtains a copy of each surgery center's site survey report and ensures each provider has received a favorable rating. This may include a completed corrective action plan (CAP) and DHHS CAP acceptance letter.
- Professional and general liability insurance coverage that meets plan requirements.
- Overview of the facility's quality assurance/quality improvement program upon request.

Organizational providers are recertified at least every 36 months to ensure each entity has continued to maintain prescribed eligibility requirements.

Bookmarks
Select: Bookmarks...
Bookmark this Page
Manage Bookmarks

Print Library
Entire Category (Operations Manuals)
Entire Section (Credentialing)
This Page (Organizational Providers Certification or Recertification)
PRINT

Home > Provider > Working With Health Net > Provider Library

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6 Change library

All documents in the library are tied to the specific traits, such as product line, provider type, effective date, and state. To view another library, select the *Change Library* button.

While in the current library, you can change one or more traits to select a new library. Select the *Submit* button to launch.

Or you can change the library using the *change* link, next to current library.

7 Search within this library

Search for content by using the drop-down menu to choose a category, such as operations manual or updates. You may also use All Categories to search the entire library.

- Use a key word, numbers or short phrases with no less than three characters. Select *Search* to find those items. The results appear in the main window as a list.
 - It may include documents, forms, updates, or other items with the key word or phrase. The path shows where to locate the item, and some text that contains the search string.
 - Scan the text to see if it's relevant. Click on the title to view the document.
- To return, use your browser's back button.

The screenshot shows the CA PPG/Medical Group/IPA Cal MediConnect website. At the top right is a 'CHANGE LIBRARY' button (6). Below it is a search bar with a dropdown menu for 'All Categories' (7) and a 'Keyword' field containing 'HEDIS 2019'. A 'SEARCH' button is to the right. On the left sidebar, there is a 'Search within this Library' section with a dropdown menu (7) and a 'Search' button. Below this is a 'Bookmarks' section with a 'Select' dropdown (7) and a 'Manage Bookmarks' link. At the bottom left is a 'Print Library' section with a dropdown menu (7) and a 'Print Library' button. The main content area shows the 'Current Library: CA PPG/Medical Group/IPA Cal MediConnect, Effective 07/10/2019' (8) and a 'change' link. Below this is a 'Search Results' section showing 'Showing 1 - 3 of 3 Results for "HEDIS 2019"'. The results list three items: '18-882 Quality Measures for Patient Opioid Use', '19-265 HEDIS Quick Reference Guide', and '19-435 Breast Cancer Screening'. Each item has a 'Provider Library' path and a 'Bookmark this Link' link.

8 Change effective date

To view content with a past date, select the *change* link to enter the date in an mm/dd/yyyy format. Or use the calendar feature. The chosen date appears at the top of the page in the *Current Library* path.



