health net

Provider Access Guide: Availity and Health Net Provider Portals + Website

QUICK TOOLS. SMART SOLUTIONS. BETTER CARE.

Your Gateway to Faster Workflows, Streamlined Operations and Better Patient Care

Why these tools matter

- **Simplify your day:** Check eligibility, submit claims and manage authorizations—all in one place.
- **Stay informed:** Access resources, updates and training to keep your practice running smoothly.
- **Focus on care:** Spend less time on administrative functions and more time with patients.

Availity Essentials™ Provider Portal

Your provider portal for managing multiple health plans, including Health Net*.

Top features by line of business

Availity portal feature	How this supports you	Line of business
Verify eligibility and benefits	Instant coverage check	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO) • Medi-Cal
Claims management	Submit, track and correct claims	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO) • Medi-Cal
Remittance tools	View electronic remittance advice or 835 data	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO) • Medi-Cal
Prior authorizations	Streamlined requests with InterQual® support	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO)
Follow-up alerts	Admission and discharge notification	• Medi-Cal

Register for Availity Essentials

Getting started is simple:

1. Go to **https://bit.ly/Availity-Registration**.
2. Select **Get Started**.
3. Follow the prompts until registration is complete.

Important: Your provider organization's designated administrator must complete the registration. This person has legal authority to sign agreements.

Need help?

Availity Client Services: **800-282-4548**
Hours: Monday–Friday, 5 a.m.–5 p.m. Pacific time

Health Net Provider Portal

Secure access to Health Net-specific tools and resources.

Top features by line of business

Health Net portal feature	How this supports you	Line of business
Verify eligibility and benefits	Instant coverage check	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO) • Medi-Cal
Claims management	Submit claims and view payment history	• Individual & Family Plans (Ambetter HMO/PPO)
Cost share and Schedule of Benefits	Deductibles, copays, out-of-pocket maximums and covered services	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO) • Medi-Cal
Prior authorizations	Streamlined requests with InterQual® SmartSheets	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO
Health risk assessments (HRAs)	Identify member needs early and support personalized care plans	• Individual & Family Plans (Ambetter HMO/PPO) • Commercial (Employer Group HMO, POS & PPO)

Register for Health Net

It is easy to get started:

1. Go to **provider.healthnetcalifornia.com**.
2. Choose **Create New Account** and follow the prompts.

Need help?

Health Net Support: **866-458-1047**
Hours: Monday–Friday, 8 a.m.–5:30 p.m. Pacific time
Or use **secure portal messaging** for assistance.

Health Net Provider Website

Explore resources on **healthnet.com** before you log in.

- **Behavioral Health Provider Resource Center –** Key contacts, clinical documents and training materials for behavioral health providers.
- **CalAIM Resources –** Latest guides, forms and tools to help you navigate the CalAIM program.
- **Provider-Related Resources –** Access provider education sessions, recorded webinars, onboarding materials and the Provider Library.
- **Prior Authorization –** Lists of services, procedures and equipment that require prior authorization, prior authorization request forms, and online validation tools.
- **Medical Policies –** Evidence-based medical policies used to administer plan benefits and help determine medical necessity.
- **Quality Improvement –** Current best practices, tools and resources to improve member access to care.
- **Pharmacy Information for Providers –** Drug lists, including Medi-Cal Rx details.

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