

PROVIDER Update



Health Net®

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Improving Health Literacy

Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) encourage providers to incorporate the following practices to promote health literacy among patients. When patients understand the health care information they receive, they take better care of their health and feel comfortable discussing their health with providers.

USE PLAIN LANGUAGE WHEN COMMUNICATING WITH PATIENTS

Keep it simple

- Avoid jargon.
- Do not use acronyms.
- Avoid technical language. If you must use it, define it.
- Give information in small chunks. Focus on key behaviors or actions the patient must take.

Reinforce

- Speak slowly and at normal volume.
- Use body language to support what you are saying.
- Draw pictures, or use posters, models or physical demonstrations.
- When using written materials, circle or highlight key information.
- Read written instructions aloud.

Get help

- Use video and audio media as an alternative to written information.
- Use medically trained interpreters.
- Utilize written translation services.
- To request interpreter services for Health Net members, providers may contact Health Net at:

Line of Business	Telephone Number	Hours of Operation
LARGE EMPLOYER GROUP	1-800-641-7761	Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time
SMALL EMPLOYER GROUP (OFF EXCHANGE)	1-800-361-3366	

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

Individual Family Plan

1-888-926-2164

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

Line of Business	Telephone Number	Hours of Operation
SMALL EMPLOYER GROUP (ON EXCHANGE)	1-888-926-5133	Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time
INDIVIDUAL FAMILY PLAN	1-877-857-0701	
INDIVIDUAL FAMILY PLAN (ON EXCHANGE)	1-888-926-2164	
AFTER-HOURS LANGUAGE ASSISTANCE LINE	1-800-546-4570	Monday through Friday, 5:00 p.m. to 8:00 a.m. Pacific time; weekends and holidays

ALWAYS USE THE TEACH-BACK TECHNIQUE

Steps for using teach-back

- 1 Ask the patient (or family member), with care, to explain back what he or she needs to know or do using his or her own words.
- 2 If the patient is not able to teach-back correctly, explain again and recheck.
- 3 Once the patient has explained everything, reaffirm the directions by stating, "Yes, that's correct."

Tips for using teach-back

- Ask open-ended questions. Avoid questions that can be answered with a simple yes or no.
- Emphasize that the responsibility to explain clearly is on you, the provider.
- Use reader-friendly print materials.
- Document the patient's response and use of teach-back.

Sample teach-back questions

- "I want to be sure I explained everything clearly. Can you explain it back to me so I can be sure I did?"
- "What will you tell your husband/wife about the changes we made to your medications today?"
- "We've gone over a lot of information. In your own words, please review with me what we have talked about."
- "I want to make sure that I have answered all of your questions; what questions do you think that your family members may ask of you about your doctor's visit?"
- "Can you show me how you will check your blood sugar levels?"

HOW CULTURE AFFECTS PATIENTS' MANAGEMENT OF HEALTH

Use of alternative forms of health care

Some cultures may offer a range of healing practices and treatment options. Encourage patients to advise of all healing practices and treatments that are being used. Check botanical or home-based treatments for contraindications to prescribed medications.

Communicating with providers

Each culture has its own way of expressing health-related information. For example, depression may be expressed as lethargy, or pain may be expressed as a burning sensation. Use plain language to help understand patients' needs.

Family involvement

The family plays an important role in many cultures. Involve the patient's family in his or her health care if that is important to the patient.

Diet

Foods that are commonly eaten by certain cultures may need to be restricted because of patients' conditions. Explain to patients how intake of these foods can be modified. Show patients culturally relevant alternative food choices.

Advocating for patients' health

Some cultures feel that speaking up is challenging the doctor and being disrespectful. Let patients know they can speak up and ask questions about their health care.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online, as listed in the table below, for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
ENHANCEDCARE PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.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	
INDIVIDUAL FAMILY PLAN	1-888-926-2164	provider.healthnetcalifornia.com	