

PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS | JULY 6, 2018 | UPDATE 18-358 | 2 PAGES

MedXM: In-Home Postpartum Care Expansion

Health Net Community Solutions, Inc. (Health Net) is notifying participating providers that the MedXM postpartum care program is expanding, effective July 23, 2018, to include Health Net Medi-Cal members in Kern and San Joaquin counties who have recently given birth and have not completed their 21–56 day postpartum visit. The program also continues to be offered in Los Angeles County for 2018.

Lower compliance rates for postpartum care remains an issue for Medi-Cal members due to barriers accessing care timely. By working with providers, the goal is to find additional opportunities to increase postpartum care performance by insuring a visit within 21–56 days. The program encourages member engagement, detecting early warning signs of potential health complications, and offering early support and care.

OVERVIEW

The MedXM postpartum care program provides for one in-home postpartum assessment to new mothers living in California. The assessment is performed by an obstetrician/gynecologist (OB/GYN), family practitioner, primary care physician (PCP), nurse practitioner, physician's assistant (specializing in obstetrics), or midwife who provides a physical evaluation and an emotional and psychological assessment (postpartum depression screening). Health education information is also shared with the new mother in addition to community resources for services, such as Women, Infants and Children (WIC), Black Infant Health (BIH) and behavioral health.

MedXM health care specialists are not involved in care or treatment of patients nor do they prescribe medication. They only perform needed screenings at the time of the visit. The health care specialist will help and encourage members to make an appointment with their PCP or OB/GYN for follow-up with assessment results and recommendations on treatment and continued care.

PARTICIPANT BENEFITS AND PROGRAM REFERRALS

Eligible Health Net Medi-Cal postpartum members will receive a telephone call informing them of the importance of completing a postpartum visit. Members have the option of completing their postpartum visit with their PCP or OB/GYN provider or through the MedXM postpartum care program. Women who complete a postpartum assessment within 21–56 days may be eligible for a \$25 gift card from Health Net.

Providers can refer a Medi-Cal member who would benefit from an in-home postpartum care assessment to the MedXM postpartum care program by completing all fields in the attached MedXM Referral form and faxing it to 1-888-353-6442. Copies of the form can be made for office use, as needed. Members also have the right to refuse the in-home postpartum assessment even when referred by their PCP.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center at 1-800-675-6110.

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

1-800-675-6110
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086



MedXM Referral Form

Please review the referral information below. Select the corresponding option from the Referral Information section, then sign and date in the Primary Care Physician section and fax back to 888-353-6442. All required fields are noted with an asterisk (**) for your convenience.

Member Information			
Health Plan Name	Health Net		
Subscriber ID			
Patient Name			
Patient DOB			
Patient Address			
Patient Phone Number			
I authorize the patient above for the following service:			
<input type="checkbox"/>	Post-Partum Assessment	Patient Delivery Date	
<input type="checkbox"/>	A1c Test		
<input type="checkbox"/>	Microalbumin Test		
<input type="checkbox"/>	Serum Creatinine Test/Serum Potassium Test		
<input type="checkbox"/>	Diabetic Eye Exam		
<input type="checkbox"/>	Well Child		
<input type="checkbox"/>	Well Women		
Primary Care Physician/Referring Provider Information			
Provider Name			
Provider Address			
Provider Phone Number			
Provider Fax Number			
**Provider Signature			
**Date			

Please fax completed referral form to: 888-353-6442