

PROVIDER Update

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Respite Care Program Added to Care Plan Option

Short-term relief is available through the Respite Care program for primary caregivers caring for Cal MediConnect members

On January 2, 2019, Health Net* began offering the Respite Care program. This is a new program added to the Care Plan Option (CPO) for Cal MediConnect Plan (Medicare-Medicaid Plan) members.

Respite care provides caregivers temporary rest from caregiving while a member continues to receive care in a safe environment. Using respite services can support and strengthen the caregiver's ability to provide service.

Respite care services

Respite care services are available at a member's home.

Requests for respite care are available:

- Within a six-month period for up to 24 hours of relief.
- In increments of a minimum of four hours for each visit.

How to request respite care

To request Respite care, fill out the Respite Care Referral form and fax it to the Health Net Public Programs Department at **1-866-922-0783**. Be sure to include a fax cover sheet with all fax transmissions of protected health information. The cover sheet must be labeled "PROTECTED HEALTH INFORMATION."

The referral form is available in the Health Net Provider Library under *Forms*. To access the Provider Library, log in to the Health Net provider website at provider.healthnet.com.

For more information about the Health Net Respite Care program, call **1-800-526-1898**, Monday–Friday, 8:00 a.m.–5:00 p.m., to speak with a public programs specialist.

Additional information

If you have questions regarding the information contained in this update, 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
CAL MEDICONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
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