

# Provider Newsletter California



2022 • Issue 3 • Medicare



## Work-Life Balance: Elusive or Easier Than You Think?

It can be easy to throw yourself into your work, especially when it's for a noble cause. In the helping professions, you can quickly forget yourself and dive into caring for others.

It may seem like common sense, but if you're stressed, remember to care for yourself:

- **Pull back** to reflect on priorities by carving out time off or simply taking a break.
- **Take time to exercise.** Remind yourself how good it makes you feel. Even just a walk can quickly change your outlook.
- **Eat better.** For example, cutting down on sweets can reduce blood sugar swings – the “sugar blues” – and has long-term benefits.

There isn't a shortage of need for your services, but in the long run, it can benefit both you and your patients to step back now and then and aim for a healthy balance.

Wellcare By Health Net (Health Net\*) supports provider wellness. In this issue, we remind you to take the opportunity to enhance your well-being with interactive provider resilience sessions.

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### Join the Conversation on Social Media

Join our digital and social communities for up-to-date information on how we're working with you and others to help our members live better, healthier lives.





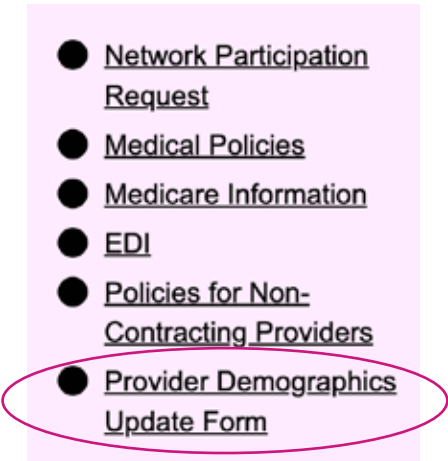
# New Online Tool to Update Your Demographics

## GO ONLINE AND NOTIFY US IF YOUR INFORMATION CHANGES

Effective June 17, 2022, you are no longer required to log in to the provider portal at [www.healthnet.com](http://www.healthnet.com) to change your demographics. If you log in and try to make updates, you will be directed to the new pre-login link.

### Update and submit your demographic information in 4 steps.

- 1** Go to [provider.healthnet.com](http://provider.healthnet.com) > *Working with Health Net* (located under “Want to work with us”).
- 2** Select *Provider Demographics Update Form*.
- 3** Complete the online form with required fields and fill out, as applicable, if your information has changed.<sup>1,2</sup>
- 4** Once you submit the form, it will be sent to Provider Network Management Operations to update the data in our ProviderSearch tool on [www.healthnet.com](http://www.healthnet.com).



Provider Type \*

Physician

Hospital

Ancillary

PPG (Medical Group)

**Physician**

Include all required fields and populate only the other fields that require updates.

Practitioner Last Name \*  Practitioner First Name \*

Address \*

City \*  State \*  ZIP \*

Practitioner License \*  NPI Number \*

TIN \*



### Questions?

**For more information, contact Wellcare By Health Net at 800-929-9224.**

<sup>1</sup>The fields are not pre-populated as providers are not required to log in to update their information.

<sup>2</sup>Providers contracting through a participating physician group (PPG) must notify the PPG directly of changes, and the PPG notifies the Plan.



## Reminder: Renew Your Outlook with Provider Resilience Sessions

Join our webinars that can energize your work in health care. During this series of 30-minute interactive and participatory sessions, we reflect on what sustains us in our professional and personal lives.

Sessions are held every fourth Tuesday of the month (earlier in the months of November and December) and conclude in December. A variety of times are available to accommodate schedules.

Use this Zoom link to drop into sessions.

<https://centene.zoom.us/j/96645591696?pwd=NkVCKzJyaGhiQnlLbG9zeWhwcm1Mdz09>

Password: 921210

### Mark your calendar

Date	Time (PT)
August 23, 2022	8:30 a.m., noon, 3 p.m.
September 27, 2022	8:30 a.m., noon, 3 p.m.
October 25, 2022	8:30 a.m., noon, 3 p.m.
November 15, 2022	8:30 a.m., noon, 3 p.m.
December 13, 2022	8:30 a.m., noon, 3 p.m.

### About our facilitator

Dr. Jeffrey Ring is a health psychologist, author, speaker and consultant for projects related to health equity, medical education, integrated whole-person care and medical leadership. Dr. Ring has extensive clinical experience with health practitioner resilience and vitality through teaching, consultation and retreats.

## Better Accessibility for Patients, Thanks to New Exam Tables

Providers who needed special exam tables to improve accessibility and offer more equitable care purchased them, thanks to a grant from the Plan. The Plan provided 35 tables at a total cost of more than \$244,000 in early 2022.

The tables improve accessibility for all providers and members who need them. Without such a table, a provider might not be able to properly examine a member who may have a disability. For example, a member using a wheelchair who is unable to transfer to a standard exam table would not be able to receive cervical cancer screening.

Look for more news about the results of this initiative in an upcoming newsletter.



## Members at Risk for Stroke and Heart Attack Get Support from Cardiac + Diabetes Population Health Initiative

Our innovative population health approach, Cardiac + Diabetes, utilizes a polychronic focus to disease management for members with multiple coexisting comorbidities. Across the nation, diabetes affects more than 30 million people and is the seventh leading cause of death.<sup>3</sup> If not properly managed, it can lead to renal, vision and hearing impairment, and cardiovascular disease. If complicated with other chronic comorbid conditions like high blood pressure and coronary artery disease, care utilization is very high. This, in turn, affects the patient's quality of life and presents a challenge when navigating the health care system. Utilization is primarily around pharmacy, inpatient and emergency room costs.

### **The program goals include:**

- ✓ Timely intervention.
- ✓ A focus on prevention and developing wellness into the lifestyle.
- ✓ Using evidence-based strategies to incorporate best practices.

### **How:**

We have begun outreach that can include activities like the following. Please note, implementation may include only some forms of outreach listed below.

- ✓ Outreach to high-risk members with diabetes, coronary artery disease and high blood pressure.
- ✓ Outreach consists of live calls, interactive voice response (IVR) calls, email, mail and cell phone text messaging.
- ✓ IVR calls typically have an interactive script for the member if the member answers the phone. Otherwise, the member receives a short, prerecorded and Health Insurance Portability and Accountability Act- (HIPAA-) compliant voicemail message with a number that the member can use to call back.

<sup>3</sup>[www.diabetes.org](http://www.diabetes.org). American Diabetes Association.



# You, Your Patients and Your Community Have Our Support!

## CALIFORNIANS CAN GET ACCESS TO HEALTHY FOODS WITH CALFRESH

The Plan wants to ensure Californians are aware of programs that provide access to healthy food. The coronavirus pandemic has made food insecurity worse across all income levels. The past two years have exposed many of the existing gaps in our food system which prevent access to affordable, healthy and nutritious food.

The CalFresh program helps put food on the table for millions of Californians by making it easier to access healthy foods. Positive outcomes result when people have support for healthy eating habits and the resources they need to access healthy foods. These outcomes include a better quality of life, a healthier lifestyle, reaching long-term health goals and less health problems overall.

No one should go hungry in California, but many people are not aware that they may be eligible to receive benefits.

### To qualify for CalFresh, you must reside in California and meet one of the following:

- ✓ You have a current bank balance (savings and checking) under \$2,001, or
- ✓ You have a current bank balance (savings and checking) under \$3,001 and share your household with one of the following:
  - a person or persons age 60 and over or
  - a person with a disability (a child, your spouse, a parent or yourself).



**Call 877-847-3663 (FOOD) or [learn more about CalFresh here.](#)**