

# Population Health Management Programs for Providers and Members

**THESE PROGRAMS ARE AVAILABLE AT NO COST TO HELP DRIVE HEALTHY OUTCOMES FOR COMMUNITIES, ONE MEMBER AT A TIME.**

## Member Programs

Program	Description	Contact information	
		Medi-Cal	Commercial (HMO, POS, PPO, EPO, HSP)
<b>Care management</b>	<p>A care manager works with the member by phone. The care manager can also work with the family, doctor and other doctors to see what help the member needs to stay healthy.</p> <p>The patient can self-refer by calling the phone number provided.</p>	<p>800-675-6110</p> <p>Fax the referral form to 866-581-0540</p> <p>Email: CASHP.ACM.CMA@healthnet.com</p> <p>Members may self-refer for services by calling 800-675-6110</p>	<p>888-732-2730</p> <p>Fax the referral form to 800-745-6955</p> <p>Email: Case.Management.Referrals@healthnet.com</p>
<b>Palliative care</b>	<p>Program offers help and support to members and their family with end-of-life decisions. It helps with pain and symptom management.</p> <p>Use the Palliative Care Referral Form posted on the website.</p>	<p>Referral forms are located in the Provider Library at providerlibrary.healthnetcalifornia.com. Then select <i>Medi-Cal &gt; Forms and References</i>.</p> <p>Fax: 844-907-0436</p> <p>Email: careconnections@healthnet.com</p>	<p>Refer to member benefits.</p>
<b>Clinical pharmacy team</b>	<p>Our pharmacists call members to help them understand their condition and teach them self-help skills to improve their blood sugar and blood pressure.</p> <p>Members are selected from claims received for lab results. No action is required from the provider.</p>	<p>818-676-5555</p> <p>Email: CAClinicalPharmacy@centene.com</p>	
<b>Depression and anti-depressant management</b>	<p>After medications are filled to improve their mood, outreach is made to members by phone and letters. They may be referred to MHN during the phone call to help them get the appropriate level of care and stay on their medications.</p> <p>No action is required from the provider or member.</p>	<p>Email: cqj_dsm@healthnet.com</p>	

**Note:** All phone hours are Pacific Time.

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## Member Programs (contined)

Program	Description	Contact information	
		Medi-Cal	Commercial (HMO, POS, PPO, EPO, HSP)
<b>Attention deficit hyperactivity disorder (ADHD)</b>	<p>Calls are made to parents of children ages 6–12 years to ensure children are taking their ADHD medication, getting refills and seeing the doctor for follow-up visits.</p> <p>No action is required from the provider or member.</p>	<p>Email: cqi_dsm@healthnet.com</p>	
<b>myStrength®</b>	<p>An online tool to help improve the member’s mood. The program provides a variety of self-help tools designed to empower members to become – and stay – mentally and physically healthy.</p> <p>Members can sign up for an account using the link provided.</p>	<p>Website: myStrength at <a href="http://bh.mystrength.com/hnmedical">bh.mystrength.com/hnmedical</a></p>	<p>Not a covered benefit.</p>
<b>Nurse advice line</b>	<p>Members have 24/7 access to direct telephonic advice, support/triage and screening from highly trained registered nurses.</p>	<p>800-675-6110 (TTY: 711)</p>	<p>800-893-5597 (TTY/TDD: 800-276-3821)</p>
<b>Start Smart for Your Baby®</b>	<p>Designed to customize the support and care the member needs for a healthy pregnancy and baby. There is no copay and is included in the medical benefit.</p> <p>Members can call Member Services for more information about this program.</p>	<p>800-675-6110</p> <p>Website: Start Smart for Baby at <a href="http://www.healthnet.com/content/healthnet/en_us/health-and-wellness/education/start-smart-baby.html">www.healthnet.com/content/healthnet/en_us/health-and-wellness/education/start-smart-baby.html</a></p> <p>Fax Notice of Pregnancy forms to 855-556-7909</p> <p>PDF links: Notice of Pregnancy Form –</p> <ul style="list-style-type: none"> <li>• English at: <a href="http://www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf">www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf</a></li> <li>• Spanish at: <a href="http://www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form-spn.pdf">www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form-spn.pdf</a></li> </ul>	<p>Individual &amp; Family Plans, On-Exchange/Covered California 888-926-4988</p> <p>Individual &amp; Family Plans, Off-Exchange 800-839-2172</p> <p>Employer Groups 800-522-0088</p> <p>Website: Start Smart for Baby at <a href="http://www.healthnet.com/content/healthnet/en_us/health-and-wellness/education/start-smart-baby.html">www.healthnet.com/content/healthnet/en_us/health-and-wellness/education/start-smart-baby.html</a></p> <p>Fax Notice of Pregnancy forms to 855-556-7909</p> <p>PDF links: Notice of Pregnancy Form –</p> <ul style="list-style-type: none"> <li>• English at: <a href="http://www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf">www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf</a></li> <li>• Spanish at: <a href="http://www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf">www.healthnet.com/content/dam/centene/healthnet/pdfs/member/ca/hn-member-notification-of-pregnancy-form.pdf</a></li> </ul>
<b>WellFrame mobile clinical platform</b>	<p>A digital mobile app used to better connect members with their care team. A Chat function is available, which allows shared communication among the team.</p> <p>Members can download this app on their phone and register using the access code provided.</p>	<p>Website: WellFrame mobile app at <a href="http://www.wellframe.com/download">www.wellframe.com/download</a></p>	

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Program	Description	Contact information	
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<b>Babylon (telehealth)</b>	<p>Access is available to members 24/7 to medical and behavioral health doctors from their phone through the Babylon telehealth app, and includes COVID-19 resources.</p> <p>Members can download this app on their phone and/or access Babylon using the link provided.</p>	<p>Website: Babylon at <a href="http://www.babylonhealth.com/us/health-net-medi-cal">www.babylonhealth.com/us/health-net-medi-cal</a></p>	<p>Website: Babylon at <a href="http://www.healthnet.com/content/healthnet/en_us/members/individual-family/babylon.html">www.healthnet.com/content/healthnet/en_us/members/individual-family/babylon.html</a></p>
<b>Health education and wellness programs</b>	<p>Available to members at no cost. This includes weight management, diabetes prevention, tobacco cessation, healthy pregnancy, behavioral health, and heart health.</p> <p>Medi-Cal providers may also order Staying Healthy Assessment forms in threshold languages and health education materials about various health topics.</p> <p>Members can call the Health Education Department for more information about available wellness programs.</p>	<p>800-804-6074 (TTY: 711)</p> <p>Email: <a href="mailto:HealthEducationDept@healthnet.com">HealthEducationDept@healthnet.com</a></p>	<p>Go to the Health and Wellness Resource page at <a href="http://www.healthnet.com/content/healthnet/en_us/health-and-wellness.html">www.healthnet.com/content/healthnet/en_us/health-and-wellness.html</a></p>
<b>Krames Staywell Health Library</b>	<p>Provides access to over 4,000 health tip sheets to assist in member education. A link is available to search for various topics.</p> <p>Members can access the Krames Library with the link provided.</p>	<p>Website: Krames Staywell Health Library at <a href="http://cahealthnet.kramesonline.com">cahealthnet.kramesonline.com</a></p>	
<b>Cultural and Linguistic (C&amp;L) Services</b>	<p>Promotes access to care for members who speak or read a language other than English or have limited hearing and vision abilities.</p> <p>For C&amp;L resources, trainings and/or materials, send an email to the department.</p>	<p>800-977-6750</p> <p>Email: <a href="mailto:Cultural.and.Linguistic.Services@healthnet.com">Cultural.and.Linguistic.Services@healthnet.com</a></p>	
<b>ModivCare™ (LogistiCare)</b>	<p>Convenient, safe and reliable transportation for members at no cost.</p> <p>For Medi-Cal members – Transportation services are for non-urgent and urgent transportation, including wheelchair and services for homebound patients.</p> <p>For Commercial &amp; Medicare Advantage HMO – Provides non-emergency ambulance services only. Copayment or deductible may apply.</p> <p>For Medicare Supplemental benefit – Transportation services are dependent on the patient's plan. Please call to verify allowable benefits.</p>	<p>855-253-6863 (TTY: 711)</p> <p>Monday through Friday, 7 a.m.–7 p.m.</p> <p>Members can arrange for transportation by calling 877-658-0305.</p>	<p>866-842-0675 (24/7)</p> <p>Members can arrange for transportation by calling 877-658-0305.</p>

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## Provider Programs

Program	Description	Contact information	
		Medi-Cal	Commercial (HMO, POS, PPO, EPO, HSP)
<b>TurningPoint musculoskeletal procedures</b>	A utilization management web-based tool that provides surgical and implantable device utilization management solutions to improve member care and reduce costs. Providers can access this tool by calling the phone number provided.  Note: If your clinic is contracted with a participating physician group (PPG), please confirm with the PPG that you are eligible for this program.	855-332-5898  Email: centenecaum@turningpoint-healthcare.com  Website: TurningPoint at www.myturningpoint-healthcare.com	
<b>Opioid overutilization and fraud, waste and abuse poly-pharmacy programs</b>	Enables the health plan to detect and prevent opioid drug fraud, waste and abuse. Calls are made to doctors with advice to stop certain drugs and dangerous combinations of drugs.  No action is required by the provider.	Email: CAClinicalPharmacy@centene.com	
<b>DRIVE flu toolkits</b>	Focuses on improving flu vaccination rates in underserved communities. In the future, DRIVE will include more toolkits for other disease types and needed screenings.  Providers can access the toolkit by using the link provided.	Website: DRIVE at <a href="https://shcdrive.org">https://shcdrive.org</a>	Not a covered benefit.
<b>Interpreter services</b>	Available 24/7 to members in more than 150 languages and American sign language. The services include: <ul style="list-style-type: none"> <li>• Telephonic.</li> <li>• Face-to-face or in-person interpreters.</li> <li>• Video remote calls.</li> </ul> Access interpreter services contact information, dates and times posted on the website.	Interpreter Services flyer is located in the Provider Library at providerlibrary.healthnetcalifornia.com. Then select <i>Medi-Cal &gt; Health Equity, Cultural and Linguistic Resources &gt; Interpreter Services for Members (PDF)</i> .  Email: Cultural.and.Linguistic.Services@healthnet.com	Interpreter Services flyer is located in the Provider Library at providerlibrary.healthnetcalifornia.com. Select a line of business > <i>Health Equity, Cultural and Linguistic Resources &gt; Interpreter Services for Members (PDF)</i> .  Email: Cultural.and.Linguistic.Services@healthnet.com
<b>Health Net Community Connect</b>	The largest online community search tool to connect members to: food, housing, goods, transit, health, money, care, education, work, and legal.  Providers can access Findhelp, formerly known as Aunt Bertha, by using the link provided.	Website: Community Connect at <a href="https://healthnet.findhelp.com">https://healthnet.findhelp.com</a>	
<b>Provider services</b>	Handles phone and written inquiries from providers regarding claims, benefits, and provider grievances and appeals.	888-926-4988 or 800-675-6110	Individual & Family Plans 888-926-2164  Employer Groups 800-641-7761  Covered California Provider Relations Phone: 888-926-2164  Enhanced Care PPO Provider Relations 844-463-8188

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## Provider Programs (continued)

Program	Description	Contact information	
		Medi-Cal	Commercial (HMO, POS, PPO, EPO, HSP)
<b>Enrollment services</b>	<p>Checks member's eligibility, and helps your patient or their family member enroll in our health plan, and answers any questions.</p>	<p>800-327-0502 (TTY: 711)</p>	<p>Go to the Health Net Member Enrollment website and select the best option. The phone number(s) is listed by plan type.</p> <p>Website:  <a href="http://www.healthnet.com/content/healthnet/en_us/enroll.html">www.healthnet.com/content/healthnet/en_us/enroll.html</a></p>
<b>Provider Library</b>	<p>Contains materials developed for providers, by provider type and line of business. The library includes provider operations manuals, HEDIS® tip sheets/guides, archives of communications, updates, letters, forms, contacts, and more.</p> <p>Providers can access the library by using the link provided.</p>	<p>Website:            Provider Library at <a href="http://providerlibrary.healthnetcalifornia.com">providerlibrary.healthnetcalifornia.com</a>            Select best option by plan type.</p>	
<b>Provider engagement</b>	<p>Provides support, education and training to the Health Net provider network.</p>	<p>Email:  <a href="mailto:HN_Provider_Relations@healthnet.com">HN_Provider_Relations@healthnet.com</a></p>	
<b>Provider Operations Manual</b>	<p>Providers are encouraged to access the most current information regarding plan benefits, limitations and administration in the provider operations manuals.</p> <p>Provider operations manuals are available by line of business in the Provider Library.</p>	<p>Website:  <b>Medi-Cal Provider Manual at</b>  <a href="https://providerlibrary.healthnetcalifornia.com/medi-cal.html">https://providerlibrary.healthnetcalifornia.com/medi-cal.html</a></p>	<p>Website:  <b>EPO Commercial Provider Manual at</b>  <a href="https://providerlibrary.healthnetcalifornia.com/epo.html">https://providerlibrary.healthnetcalifornia.com/epo.html</a>  <b>HMO Commercial Provider Manual at</b>  <a href="https://providerlibrary.healthnetcalifornia.com/hmo.html">https://providerlibrary.healthnetcalifornia.com/hmo.html</a>  <b>HSP Commercial Provider Manual at</b>  <a href="https://providerlibrary.healthnetcalifornia.com/hsp.html">https://providerlibrary.healthnetcalifornia.com/hsp.html</a>  <b>PPO Commercial Provider Manual at</b>  <a href="https://providerlibrary.healthnetcalifornia.com/ppo.html">https://providerlibrary.healthnetcalifornia.com/ppo.html</a></p>
<b>Web portal support</b>	<p>Provides website technical or navigation assistance, password resets, help with locked accounts, or other site functionality.</p>	<p>866-458-1047</p>	