

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
Care management	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. The patient can self-refer by calling the phone number provided.	Medicare and Special Need Plans 800-977-7915 Medicare plans Fax: 866-290-5957 Medicare employer group plans Fax: 800-745-6955
Clinical pharmacy team	Our pharmacists call members to help them understand their condition and teach them self-help skills to improve their blood sugar and blood pressure. Members are selected from claims received for lab results. No action is required from the provider.	818-676-5555 Email: CAClinicalPharmacy@centene.com
Depression and anti-depressant management	After medications are filled to improve their mood, outreach is made to members by phone and letters. They may be referred to MHN, Wellcare By Health Net's (Health Net's)* behavioral health administrator, during the phone call to help them get the appropriate level of care and stay on their medications. No action is required from the provider or member.	Email: cqj_dsm@healthnet.com
myStrength®	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. Members can sign up for an account using the link provided.	Website: myStrength at bh.mystrength.com/hnwell
Nurse advice line	Members have 24/7 access to direct telephonic advice, support/triage and screening from highly trained registered nurses.	800-893-5597 (TTY/TDD: 800-276-3821)

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Member Programs (continued)

Program	Description	Contact information
Health education and wellness programs	Available to members at no cost. This includes weight management, stress management, nutrition, exercise, behavioral health, and heart health. Members can call Health Net's Decision Power Wellness Program for more information about available wellness programs.	800-893-5597
Krames Staywell Health Library	Provides access to over 4,000 health tip sheets to assist in member education. A link is available to search for various topics. Members can access the Krames Library with the link provided.	Website: Krames Staywell Health Library at cahealthnet.kramesonline.com
Cultural and Linguistic (C&L) Services	Promotes access to care for members who speak or read a language other than English or have limited hearing and vision abilities. For C&L resources, trainings and/or materials, send an email to the department.	800-977-6750 Email: Cultural.and.Linguistic.Services@healthnet.com
Access2Care™	Convenient, safe and reliable transportation for members at no cost. Transportation services are dependent on the patient's plan. Please call to verify allowable benefits.	844-515-6876, Monday through Friday 8 a.m. – 8 p.m. Members can arrange for transportation by calling 844-515-6876.
Teladoc (telehealth)	A mobile app that gives the members 24/7 access to remote doctors or other health care professionals for non-emergency consultations by messaging or video calls.	Website: Teladoc at www.teladoc.com

Provider Programs

Program	Description	Contact information
Opioid overutilization and fraud, waste and abuse poly-pharmacy programs	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
Interpreter services	Available 24/7 to members in more than 150 languages and American sign language. The services include: <ul style="list-style-type: none"> • Telephonic. • Face-to-face or in-person interpreters. • Video remote calls. 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>Medicare Advantage > Health Equity, Cultural and Linguistic Resources > Interpreter Services for Members (PDF)</i> . Email: Cultural.and.Linguistic.Services@healthnet.com
Health Net Community Connect	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 https://healthnet.findhelp.com
Provider services	Handles phone and written inquiries from providers regarding claims, benefits, and provider grievances and appeals.	800-929-9224, option 3 For Amber Plans, call 800-646-5614 The central call line was transferred to the direct provider service line for the state.

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Provider Programs (continued)

Program	Description	Contact information
Enrollment services	Checks member's eligibility, and helps your patient or their family member enroll in our health plan, and answers any questions.	800-977-6738 (TTY:711) Option: 1 Website: www.healthnet.com/content/healthnet/en_us/enroll.html
Provider Library	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. Providers can access the library by using the link provided.	Website: providerlibrary.healthnetcalifornia.com
Provider engagement	Provides support, education and training to providers	Email: HN_Provider_Relations@healthnet.com
Provider Operations Manual	Offers participating providers access to important plan benefits, limitations and administration processes to make sure members enrolled in Medicare Advantage plans receive covered services when needed.	Website: https://providerlibrary.healthnetcalifornia.com/medicare.html
Web portal support	Provides website technical or navigation assistance, password resets, help with locked accounts, or other site functionality.	866-458-1047