



Register Today for No-Cost Provider Webinars that Improve Communication, Patient Access to Care and Team Performance

Expert-led sessions designed to support better care, timely access and stronger care teams

Health Net*, on behalf of Community Health Plan of Imperial Valley, invites participating physician groups to join a series of no-cost provider webinars. These sessions offer practical insights from industry experts to help clinicians strengthen patient relationships, improve access to timely care and enhance team efficiency.

What you'll learn

A better care experience with A.I.M.

Learn how the assess, improve, manage (A.I.M.) framework helps you understand patient priorities, improve satisfaction, and strengthen teamwork, coordination, and access.

Improve patient access to timely care

Gain strategies to better match provider availability with patient demand, reduce barriers and ensure timely access to needed care.

Align patient and clinician expectations

Understand why expectations differ and use a practical win-win negotiation model to align patient and clinician goals during visits.

Manage for service excellence

Learn why challenging interactions occur and build the skills and confidence to respond professionally and consistently as a team.

Thrive in a busy practice—avoid “burnout”

Identify burnout risks and apply proven strategies to stay resilient, focused and energized in a demanding practice environment.

Improve service excellence through successful phone communication

Improve phone and in-person communication by creating strong first impressions, resolving inquiries efficiently and shaping patient perceptions of access.



Questions?

If you have questions,
please email
[partnersinperformance@
healthnet.com](mailto:partnersinperformance@healthnet.com).

(continued)

Registration information

Topic	Date and time (Pacific Time)	Register
A Better Care Experience with A.I.M.	Tuesday, February 24, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/aim-care-experience
Aligning Patient and Clinician Expectations–Negotiating with Patients	Thursday, February 26, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/negotiating-with-patients
Managing for Service Excellence	Tuesday, March 3, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/managing-service
Managing Challenging Patient Situations	Thursday, March 5, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/patient-situations
Patient Access: Facing Reality–Balancing Appointment Supply with Appointment Demand	Tuesday, March 10, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/balance-supply-demand
Thriving in a Busy Practice–Avoiding “Burnout”	Thursday, March 12, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/thrive-avoid-burnout
Improving Service Excellence Through Successful Telephone Communication	Tuesday, March 17, 2026 11:30 a.m.–12:30 p.m.	https://bit.ly/tele-communication

Community Health Plan of Imperial Valley (“CHPIV”) is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. *Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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