



HEALTH NET
PROVIDER
PULSE
WINTER 2021



Medi-Cal and Individual & Family Plans

 Health Net®

Get the latest news in the Winter 2021 issue of the Health Net Provider Pulse newsletter!

YOU are once again the focus of this issue of the *Provider Pulse*!

Our Provider Relations, Claims and Utilization Management teams have been hard at work to support you and your organization. We want to offer more than words and show what we've done to make it easier for you to do your job.

In this issue, you'll see how we've continued to respond to your input to update teams and processes. You'll also learn how we're engaging to help you, your patients and your community.

Read on to find out about:

- **Improved programs and processes** for claims and utilization management.
- **Heart Failure Management and Emergency Room (ER) Diversion** Population Health Programs.
- **Engaging the community:** How to help patients in your community navigate coverage options, peer recognition award winners and good news about Star Ratings.

— *Your Health Net Provider Relations team*

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MEMBER SUCCESS STORIES

Help for a Member with Diabetic Medical Equipment Needs

The Public Programs Department reached out to a member as part of our COVID-19 outreach. We learned that the member was unable to acquire diabetic medical equipment due to their regular vendor going out of business. Also, the member found it difficult to find a new vendor due to a language barrier. The Public Programs team member found a new medical equipment vendor and linked the member to it. The team member also provided education on the health plan's interpreter services for future use.

The member and the family were very happy and thankful for the quick assistance and asked about sending a thank-you letter. A week later, the team member followed up with the member to ensure they were able to successfully place an order.

PROVIDER

SATISFACTION Highlights



Claims: Faster, Accurate Turnarounds

In response to your input, we're improving our claims processes by reducing turnaround time for claims denied for ineligibility, and sharpening claims timeliness and accuracy. We have seen a **near 40% improvement** in claims processing times in 2020. Additional achievements include:

- **Fewer eligibility denials**
Providers serving Medi-Cal members can expect fewer eligibility denials, enhanced coordination of member eligibility with Department of Health Care Services (DHCS) data and notification back to you.
- **Reduced turnarounds for claims that are the participating physician group's (PPG's) liability**
We've tracked improving metrics that will help you get paid quickly for claims regardless of liability between Health Net* and the PPG. Look for more news on this trend in the future.

These changes can have a BIG impact for you, so stay tuned.

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries and more. If you have questions, contact the Health Net Provider Services Center at:

Line of business	Phone number	Provider portal	Email address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	
Medi-Cal	1-800-675-6110	provider.healthnet.com	N/A

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Utilization Management: Faster Authorization Turnaround Times for Improved Member Experience and Provider Satisfaction

YOUR NEW YEAR STARTS ON A GOOD NOTE!

We're sensitive to your need for timely authorizations.

In response, Health Net's Utilization Management (UM) Department made many process improvements in 2020 to speed up authorizations. These successful improvements have yielded huge results – all while maintaining most regulatory turnaround times 90–100% of the time!

The UM Department continues to review our processes to identify opportunities to improve.

For help with UM questions, contact the Health Net Provider Services Center at:

Line of business	Phone number	Provider portal	Email address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	
Medi-Cal	1-800-675-6110	provider.healthnet.com	N/A



Provider Relations: Rewards for Your Commitment to Better Care



The Health Net Provider Relations team has been hard at work to reward you for a job well done!

We've been focused on topics that matter to YOU, including provider incentive programs.

We're rolling out continued incentives for Medi-Cal primary care physicians (PCPs), clinics and PPGs. Upcoming incentive programs include:

- HEDIS® Improvement Program (HIP)
- Clinic HEDIS Improvement Program (C-HIP)
- 2021 HEDIS Quality Improvement Program (HQIP)

Read on for details!

MEDI-CAL PROVIDER INCENTIVE PROGRAMS!

We're continuing incentive programs for PCPs, clinics and PPGs to reward your excellent work in managing member care and improving quality outcomes. These programs are designed to reward both.

HIP

Potential earnings and criteria

To be eligible, you must be a Medi-Cal provider contracted directly with Health Net or through a contracted PPG, maintain an open panel and remain in good standing with Health Net. You are rewarded based on per-care-gap closure out of 17 HEDIS measures in 2021.

Changes

We made changes to align with the Managed Care Accountability Set (MCAS) established by the DHCS. Changes include:

- Using 17 measures instead of 18, due to the Child and Adolescent Well-Care Visits (WCV) combination measure replacing Child and Adolescent Well-Care Visits measures W34 and AWC.
- Well-Child Visits in the First 15 Months of Life (W15) has been modified to Well-Child Visits in the First 30 Months of Life (W30).

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MEMBER SUCCESS STORIES

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Pharmacy Team Goes Above and Beyond

The Pharmacy Department reached out to a member who was awaiting COVID-19 test results and fell within the high-risk category. At the ER, the member presented with COVID-19 symptoms and was prescribed two medications. However, there was a lack of medication education and lack of information provided on pending test results. Upon speaking with the member, the pharmacy team member immediately identified a potential serious interaction between the two medications prescribed. The pharmacy team member called both the PCP and specialist to notify them of the interaction. The providers were grateful for bringing awareness to the member's situation. In addition, the team member contacted the ER to follow up on pending COVID-19 test results, and contacted the member's pharmacy to set up prescription delivery services and auto-refills. The team followed up with the member to provide updates and monitor the member's symptoms while on the prescribed medications. The team ensured proper care coordination and prevented a potentially serious drug interaction.



Webinars to help answer your questions about HIP

Please join one of the upcoming webinars to hear more about the program. We will provide additional information related to payment details, such as tax identification number (TIN) and W-9, at a later date.

Option One	Option Two
Tuesday, January 26, 2021 Noon to 1 p.m. Register at: https://bit.ly/2INA0ry	Tuesday, February 9, 2021 Noon to 1 p.m. Register at: https://bit.ly/3f47Apz

C-HIP

Potential earnings and criteria

To be eligible, you must be a Medi-Cal provider, considered a safety net clinic, maintain an open panel and remain in good standing with Health Net. Clinics are rewarded based upon demonstration of at least 1% year-over-year improvement or 2% year-over-year improvement and/or by meeting or exceeding the 50th percentile of the National HMO Average from the National Committee for Quality Assurance (NCQA) for 17 HEDIS measures.

If you exceed the 50th percentile, you would only have to demonstrate 1% year-over-year improvement. On the other hand, if you don't meet the 50th percentile, you would need to demonstrate 2% year-over-year improvement. A maximum of \$0.20 can be earned per measure for a total of 17 measures in 2021.

Changes

We made changes to align with the MCAS established by the DHCS. Changes include:

- Using 17 measures instead of 18, due to the Child and Adolescent Well-Care Visits (WCV) combination measure replacing Child and Adolescent Well-Care Visits measures W34 and AWC.
- Well-Child Visits in the First 15 Months of Life (W15) has been modified to Well-Child Visits in the First 30 Months of Life (W30).

Webinars to help answer your questions about C-HIP

Please join one of the upcoming webinars to hear more about the program. We will provide additional information related to payment details, such as TIN and W-9, at a later date.

Option One	Option Two
Tuesday, February 2, 2021 Noon to 1 p.m. Register at: https://bit.ly/3nAdHVH	Tuesday, February 16, 2021 Noon to 1 p.m. Register at: https://bit.ly/36JGUXg

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HQIP

Medi-Cal PPGs that qualify are:

- Directly contracted with Health Net for January 1, 2021, through December 31, 2021;
- Not part of a performance-based incentive; and are
- Located in one of these nine counties:
 - Kern
 - Los Angeles (excluding Molina and LADHS)
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

Potential earnings: HEDIS improvement award up to \$1.25 per-member-per-month plus an Access to Care award of up to \$0.50 per-member-per-month.

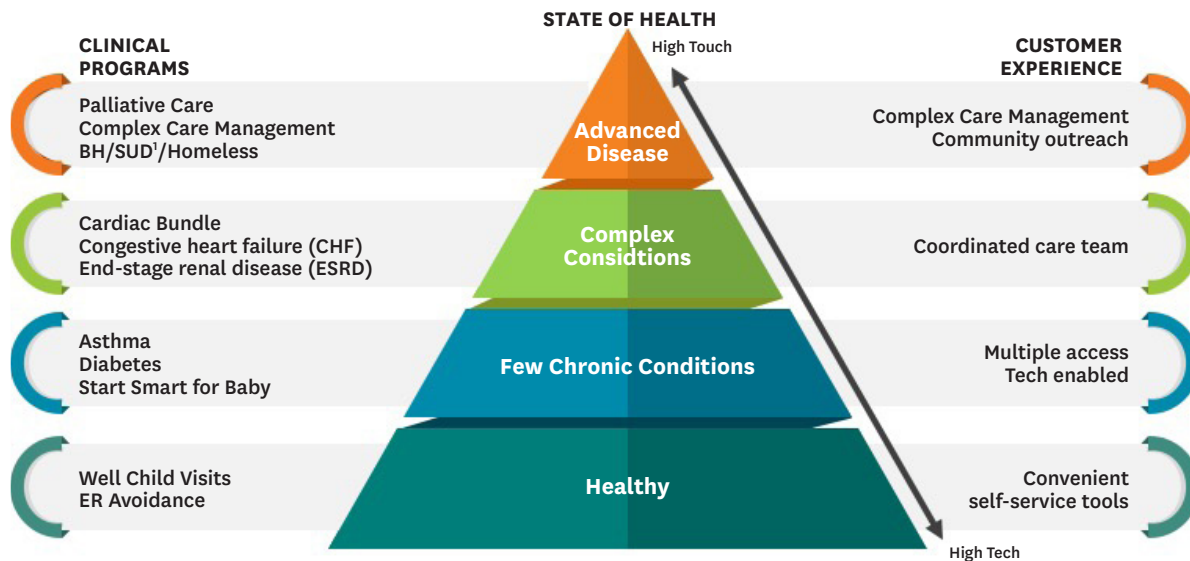
Criteria: Satisfactorily meets all program conditions, including eligible enrollee minimums, open to new patients minimums, encounter volume improvements and corrective action plan improvements.

Changes: 2021 program has updated qualifying HEDIS measures and eliminates most of the 2020 COVID-19-related changes.

For more information or to confirm that you qualify, please contact your assigned Provider Relations representative or email HN_Provider_Relations@healthnet.com.

POPULATION HEALTH Program

Population health that's meaningful to members



Health Net's Population Health Program creates a way for you and Health Net to leverage data and programs. With more engagement, we can improve member health and build a deeper partnership.

See below for highlights of our population health programs for Heart Failure Management and Emergency Room (ER) Diversion.

In addition to any medical services you or your organization provide, you can offer these programs.

Heart Failure Management Program

Why offer this program? It can improve the health of members with a heart failure diagnosis. That's critical, since these patients have very high morbidity and mortality rates.

The Heart Failure Management Program (HFMP) offers resources to members, such as the American Heart Association website at www.heart.org. This site offers many topics and tips for heart failure patients and explains the importance of medication adherence and heart-healthy lifestyles. For members at high risk of having heart failure decompensations, we assign a clinical pharmacist to provide telephonic Comprehensive Medication Management. High-risk members are sent details on:

- Recognition of early signs and symptoms of heart failure decompensations.
- How important medication adherence is for treatment.

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¹Any transfer of information or data between providers and/or facilities about a member's opioid use disorder (OUD) or SUD must first be authorized by the member before transferring the information or data between providers and/or facilities. This can be done by having the member sign an Authorization for Disclosure (AFD) form and designating the provider or entity that will be reviewing the member's data.

- Education about their disease.
- Self-management tools.

The pharmacist also reviews medications to:

- Ensure members are receiving appropriate heart failure guideline-directed management and therapy.
- Identify and mitigate the use of nonsteroidal anti-inflammatory drugs (NSAIDs) and other medications that can potentially worsen heart failure.
- Reach out to providers with more therapy recommendations.

Our care coordinators and case managers work with members recently discharged from the hospital and those with frequent emergency department visits to ensure that they are engaged and have a safe transition of care to their PCP or cardiologist.

HFMP also uses remote weight monitoring for appropriate members via the third-party app, Shapa. The Shapa remote patient monitoring (RPM) program is free for members and pairs a smart scale connected to a mobile app to provide a virtual monitoring tool to:

- Check member’s weight daily and trigger alerts to the health care team.
- Leverage artificial intelligence to support program missions and tips to foster heart-healthy behaviors.

The Shapa scale and app alert the member if there is a sudden weight gain, which may be an early signal of an impending heart failure exacerbation. The alerts advise members to contact their doctor or care team for advice and follow-up care as needed.

POSITIVE MESSAGES TO YOUR PATIENTS

Messages are also sent to the member’s smart phone, such as:

- Go for a 15 to 30 minute walk today (as long as it’s approved by your doctor). Don’t worry about your pace, just appreciate getting moving.
- Try to add as much color as possible to one meal today. For example, add bright reds (tomatoes), oranges (carrots), yellows (peppers) or greens (green beans).
- Food challenge! Aim to not eat any fried food today.
- Take your medication as prescribed today.

Program Goals:

- Optimize heart failure management in accordance with the most recent guidelines.
- Keep members with heart failure healthy and decrease unnecessary emergency department visits and hospitalizations.

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For Medi-Cal:

Additional resources and a summary of the Heart Failure Guidelines are available at the URLs below or before logging in on the provider portal at www.healthnet.com. Go to *Resources for you > Quality Improvement > Provider Tip Sheets > Congestive Heart Failure*.

- **Heart Failure Webinar slides** – www.healthnet.com/content/dam/centene/healthnet/pdfs/provider/ca/provider-engagement/Health-Nets-Heart-Failure-Webinar.pdf
- **Help Members Manage Their Heart Disease** – www.healthnetcalifornia.com/content/dam/centene/healthnet/pdfs/provider/ca/Help_Patients_Manage_Heart_Disease_Medi-Cal_CVH.pdf
- **Summary of Heart Failure Guidelines** – www.healthnetcalifornia.com/content/dam/centene/healthnet/pdfs/provider/ca/Summary_of_Heart_Failure_Guidelines_Medi-Cal_CVH.pdf

For Individual & Family Plans (IFP):

Visit www.healthnetcalifornia.com. Before logging in, select *Providers > Quality Improvement > Provider Tip Sheets > Congestive Heart Failure* or visit the URLs below.

- **Heart Failure Webinar slides** – www.healthnet.com/content/dam/centene/healthnet/pdfs/provider/ca/provider-engagement/Health-Nets-Heart-Failure-Webinar.pdf
- **Help Patients Manage Their Heart Disease** – www.healthnetcalifornia.com/content/dam/centene/healthnet/pdfs/provider/ca/Help_Patients_Manage_Heart_Disease_COM_Medicare_CMC.pdf
- **Summary of Heart Failure Guidelines** – www.healthnetcalifornia.com/content/dam/centene/healthnet/pdfs/provider/ca/Summary_of_Heart_Failure_Guidelines_COM_Medicare_CMC.pdf

Providers can refer members with a heart failure diagnosis to the Care Management team for possible enrollment in this program. For questions on comprehensive medication management, contact Clinical Pharmacy Services at (818) 676-5555.

Questions?

Email Ramiro Zuniga, MD, at Ramiro.Zuniga@cahealthwellness.com.



Emergency Room Diversion Program

You play a vital role by providing patient education. It's a small but critical part that includes letting patients know about avoiding ER visits for non-emergent issues.

Our ER diversion program supports your efforts to educate members about this subject.

Consider offering members the following tips to help them avoid the ER but still get the care they need quickly for non-emergent issues.

As appropriate, remind members to:

TRY TO SEE THEIR DOCTOR

For non-emergency issues like not feeling well or minor injuries, remind them to do their best to schedule an appointment with their PCP first.

SCHEDULE A TELEHEALTH CONSULTATION

If a member can't meet with their doctor in person, they can use Medi-Cal's telehealth services and speak with a medical professional on the phone, or over video on their smartphone, tablet or computer.

CALL THE NURSE ADVICE LINE

If the doctor isn't available quickly, members can call the nurse advice line on the back of their ID card and speak with a registered nurse about symptoms, options for treatment and next steps.

VISIT URGENT CARE

Remind members that urgent care offers much of what an ER offers, and that the ER is there for lifesaving emergencies. Members can visit urgent care for illnesses and injuries that require an in-person evaluation, like lab tests and X-rays.

GET NO COST TRANSPORTATION

With Medi-Cal, members can schedule a safe, no-cost ride to their medical facility or pharmacy.

SEE THEIR DOCTOR REGULARLY

Remind members to be sure to schedule regular check-ups, screenings and well-care visits to avoid emergencies.



ENGAGING Our COMMUNITIES



How to Help Patients Navigate Coverage Options

We focus on being there for you and your community – especially patients who have ongoing questions about care.

While physicians are experts treating patients, many are not equipped to answer questions about coverage options, continuity of coverage or how to obtain coverage – **but we are here to help!**

To assist, we've reached out to clinics, IPAs and community organizations like schools and food pantries. You may also notice our messaging in digital trade publications and elsewhere online.

DO YOU KNOW HEALTH NET IS A LEADING MEDI-CAL PLAN?

Federally Qualified Health Center (FQHC) clinics and independent practice associations (IPAs) can appreciate having resources to help guide patients. In response, we can provide solutions you and your patients need. For example, providers may find our “Medi-Cal 101” member brochure helpful, available on the provider portal at www.healthnet.com. Select *Members > Find a Plan > Medi-Cal > Medi-Cal 101 Brochure (PDF)* or get the brochure at <https://www.healthnet.com/content/dam/centene/healthnet/pdfs/general/ca/medi-cal-101-member-booklet.pdf>.

Advantages:

- Health Net is a long-time, trusted California company that has answers to your questions.
- Health Net offers no cost Medi-Cal plans.
- Health Net can help your patients get coverage and navigate the complexities of Medi-Cal coverage and eligibility.
- Health Net offers a safety net for patients.

HEALTH NET: A STRONG PARTNER YOU CAN TRUST

Community-based organizations can also rely on us. Their members may have very different needs and find health coverage confusing, complex or hard to navigate. To assist, we offer simple, straightforward information to help those in need. We can help you explain health care options like who is eligible, how to qualify and how to enroll. Health Net can help members of community organizations understand Medi-Cal options. Health Net has services, resources and programs to help community group members get healthy and stay healthy. Health Net offers no cost Medi-Cal to provide important coverage.

Get community resources to help you and your patients by visiting the provider portal at www.healthnet.com and selecting **Health Net in the Community**. To find helpful local social services, click on **Health Net Community Connect**.

To find out more about how **Health Net can help** or to learn more about marketing guidelines, contact your **Provider Relations representative** or email us at HN_Provider_Relations@healthnet.com.

Peer Recognition: The Winners Are...

We promote better health outcomes by recognizing quality providers. Read on to find out who received recent plan awards.

2020 SUMMIT AWARDS FOR QUALITY CARE

You can be the next winner!

The Centene Foundation for Quality Healthcare sponsors the Summit Awards to recognize providers for outstanding service, high quality of care and the best in quality medical delivery. We identify winners using quality-based criteria and recognize them through:

- a national press release
- a plan-regional press release
- an engraved vase
- a catered luncheon for the physician office

Read on for the profiles of three such recent awardees:

- AltaMed Medical and Dental Group – South Gate
- Clinicas De Salud
- Chukwuemeka Ndulue, MD

ALTAMED MEDICAL AND DENTAL GROUP – SOUTH GATE RECEIVES 2020 PHYSICIAN SUMMIT AWARD

AltaMed Medical and Dental Group – South Gate has been awarded the 2020 Health Net Centene Physician Summit Award from Health Net. The site is part of AltaMed Health Services, the nation's largest federally qualified independent health center in the nation. The award recognizes providers for top tier service and quality of care provided to members.

When assessed against the complete set of 18 different adult and child measures for reporting year 2019, South Gate scored 76.6 and 80. More than 60% of the health centers measures are better than the 75th percentile, giving AltaMed the best performance in Health Net's entire provider network in California.

"For more than 50 years our mission has been to provide access to exceptional quality of care to all, regardless of their ability to pay," said Cástulo de la Rocha, AltaMed president and CEO. "This recognition is a testament to our team's commitment to serving our community and putting patients at the center of everything they do."

AltaMed Medical and Dental Group – South Gate houses 39 patient exam rooms and 10 dental rooms. Services offered at this location include family medicine, pediatric care, OB/GYN, behavioral health and a pediatric urgent care center in partnership with Children's Hospital Los Angeles (CHLA), the state's leader in specialized pediatric care.

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"Health Net is pleased to recognize AltaMed Medical and Dental Group for the excellent service that the dedicated leadership and staff provide to our members in the South Gate area."

Brian Ternan

President and CEO of Health Net of California and California Health and Wellness Plan

“Our goal at Health Net is to provide the highest quality of care and services to our members. That would not be possible without outstanding providers. With the 2020 Summit Award for Excellence in Care, we thank Cástulo de la Rocha and his team for giving community members the opportunity to live longer and healthier lives.”

CLINICAS DE SALUD

Clinicas De Salud had 30% of all measures at or better than the 75th percentile and nearly 50% at or better than the 50th percentile. They demonstrated the strongest performance among all California Health & Wellness plans for the full set of adult HEDIS measures.



CHUKWUEMEKA NDULUE, MD, RECEIVES CALIFORNIA HEALTH & WELLNESS PLAN 2020 SUMMIT AWARD FOR EXCELLENCE IN CARE

Dr. Chukwuemeka Ndulue of Marysville, California, was recently awarded the 2020 Summit Award for Excellence in Care from California Health & Wellness Plan (CHWP) and its parent company, Centene Corporation. Centene has sponsored this annual award since 2008 to recognize practitioners for their exemplary performance in a variety of quality measures.



Dr. Ndulue’s outstanding accomplishments include:

- **More than 85%** of his preschool patients got their **annual well-child visit**.
- About **77% of his young adult patients** also got their **immunization shots** – and more than 93% of the time, they received counseling on nutrition and physical activity.
- He delivered **higher quality across all pediatric quality-of-care measures** than any of his peers in the local market – and better than 90% of doctors across the nation.

Dr. Ndulue received the award due to the extraordinary efforts he and his staff have made to deliver quality pediatric care and clinical excellence to CHWP members. Specifically, Dr. Ndulue’s outstanding accomplishments include:

- More than 85% of his preschool patients got their annual well-child visit.
- About 77% of his young adult patients also got their immunization shots – and more than 93% of the time, they received counseling on nutrition and physical activity.
- He delivered higher quality across all pediatric quality-of-care measures than any of his peers in the local market – and better than 90% of doctors across the nation.

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“California Health & Wellness is pleased to recognize Dr. Chukwuemeka Ndulue for the excellent service he provides to our members in the Marysville area,” said Brian Ternan, President and CEO of Health Net of California and CHWP. “Our goal at California Health & Wellness is to provide the highest quality of care and services to our members. That would not be possible without outstanding providers. With the 2020 Summit Award for Excellence in Care, we thank Dr. Ndulue and his team for his ongoing dedication to helping Northern California children live healthier lives.”



WELLCARE AWARDS PROVIDERS FOR EXCELLENCE

Annual quality awards honor medical groups and a top physician

WellCare of California values your efforts to provide high-quality care to Medicare patients!

In January 2020, WellCare Health Plans and Health Net joined to better serve members, providers, partners and communities. This joining of organizations allows us to become a more robust health plan and enhance the delivery of best-in-class care to our members.

To show their appreciation, WellCare recently presented 21 providers with awards based on quality and growth.

Criteria

WellCare selected 14 medical groups as winners based on a star rating. To calculate the rating, WellCare tracks and maintains medical group quality data using the Centers for Medicare & Medicaid Services (CMS) Star Ratings system throughout each calendar year. WellCare then ascribes a star rating from 1–5 (with 5 being best) to provider groups. A group must achieve a quality rating of 4 stars or higher to win.

Additional awards apply for medical groups that had the highest year-over-year improvement on their star rating, the most overall growth or that quickly adapted to providing telehealth technology the most effectively.

Lastly, WellCare honored the group with the highest overall score and an individual physician with high performance on member satisfaction surveys.

Refer to the table on page 14 for a full list of winners.



Award categories

- **Provider Group Star Rating**
- **Highest-Rated Physician Award**
- **Membership Growth Champion**
- **Quality Improvement Award**
- **Highest Overall Quality Champion**
- **COVID Telehealth Champion**



Award	Provider Awardee
2020 IPA of Excellence 4-Star Award	Seoul Medical Group
2020 IPA of Excellence 4-Star Award	Orange County Advantage Medical Group
2020 IPA of Excellence 4-Star Award	Korean American Medical Group
2020 IPA of Excellence 4-Star Award	Affiliated Partners IPA
2020 IPA of Excellence 4-Star Award	Noble AMA Select IPA
2020 IPA of Excellence 4-Star Award	Primary Care Associates of California
2020 IPA of Excellence 4-Star Award	Southland Advantage Medical Group
2020 IPA of Excellence 4-Star Award	Family Care Specialists Medical Group
2020 IPA of Excellence 4-Star Award	Associated Dignity Medical Group
2020 IPA of Excellence 4-Star Award	United Physicians International
2020 IPA of Excellence 4-Star Award	Advanced Medical Doctors of California
2020 IPA of Excellence 4-Star Award	Citrus Valley Physician Group
2020 IPA of Excellence 4-Star Award	PremierCare Health Services
2020 IPA of Excellence 4-Star Award	Allied Physician of California
2020 Membership Growth Champion	Heritage Provider Network
2020 Membership Growth Champion	SeaView IPA
2020 Highest Overall Quality Champion	Seoul Medical Group
2020 Highest Rated Physician Award	Dr. Carlos Rodriguez
2020 Quality Improvement Award	Imperial Health Holdings
2020 Quality Improvement Award	Primary Care Associates of California
2020 COVID Telehealth Champion	Family Care Specialists Medical Group

*Want to grow your business
by taking Medicare
patients?*

Contact your Provider
Relations representative
or email us at
**HN_Provider_Relations@
healthnet.com**



Health Net Earns High Marks in CMS 2021 Star Ratings Report

Health Net recently announced its Medicare Advantage plans in California earned high marks from the CMS in the annual Star Quality Ratings for rating year 2021.

Health Net, which serves more than three million members in its commercial and government-sponsored plans, received a 4-out-of-5 Star rating for its Medicare Advantage plans in the state. This year marks the third year in a row Health Net has earned a rating of 4 Stars or higher on this prestigious report.

CMS publishes its annual Star Ratings to help Medicare beneficiaries make more informed decisions when selecting a health plan. Medicare plans are ranked on a scale of 1 to 5 Stars, with 5 Stars representing the highest level of quality. The annual ratings are determined by a number of factors, including clinical care, member service experience, and member feedback gathered annually on how well plans did in several categories, including quality of care and customer service.

“These ratings reflect our uncompromised commitment to ensuring our members have access to high-quality, comprehensive health care and services,” said Brian Ternan, President and CEO of Health Net of California and CHWP. “At Health Net, we are committed to meeting the needs of our members, improving our products and services, working collaboratively with our network of providers and enhancing our quality activities to encourage a culture of excellence.”

In 2021, Health Net will continue to offer Medicare Advantage plans in Alameda, Fresno, Imperial, Kern, Los Angeles, Orange, Placer, Riverside, Sacramento, Santa Clara, San Bernardino, San Diego, San Francisco, Stanislaus, Tulare and Yolo counties.



This year marks the ***third year in a row*** that ***Health Net*** has earned a rating of ***4 Stars or higher*** on this prestigious report.



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