



HEALTH NET
P R O V I D E R
PULSE
SPRING 2021



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

We want to take this opportunity to thank YOU for your hard work, dedication and commitment to providing the highest quality of care to members in our local communities throughout the COVID-19 pandemic in 2020 and 2021.

In this issue of the *Provider Pulse*, you'll learn what's being done to support you and our shared members in the fight against COVID-19.

See how we've continued to respond to your input to update teams and processes. Also, learn how we're engaging to help you, your patients and your community.

What you'll find in this issue:

- **Improved scores on the 2020 Provider Satisfaction Survey!**
- **Improved programs and processes for claims**
- **Provider Relations presents Cozeva®!**
- **We've waived certain eligibility requirements for provider incentives**
- **Population health: COVID-19 vaccine strategy – key details and information**
- **COVID-19 vaccine access and education for our shared members**
- **Supporting our communities: Grants to increase Medi-Cal enrollment and supporting you during COVID-19**

— Your Health Net Provider Relations team

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MEMBER SUCCESS STORY

Grateful for Our COVID-19 Outreach

The Health Education Department reached out to a member as part of a COVID-19 outreach. The team member spoke with the member's spouse, who indicated they were following all related guidelines, taking care of themselves and staying at home. They advised that they were able to pay for food and bills, and were very grateful that Health Net was checking on them and making sure their needs were met. As the call concluded, the member's spouse could be heard saying, "Health Net wants to know how we are doing, and that is so nice of them."

PROVIDER

SATISFACTION Highlights



Improved Scores On The 2020 Provider Satisfaction Survey!

We are pleased to share that the results of the 2020 Provider Satisfaction Survey show that **Health Net made improvements across the board in all categories**, especially in comparative rating, finance, utilization management and Provider Relations!

Watch for more news about the survey results coming soon!

Claims: Increased Auto-adjudication and Faster, Accurate Turnarounds

We continue to invest in our systems, processes and training. Overall data that includes all of the health plan's lines of business shows the following:

- In 2020, we saw a 2% improvement in our auto-adjudication rate and have more initiatives scheduled for 2021.
- We significantly improved our claims processing turnaround to 6.2 days on average.
- We saw more than a 20% drop in provider claims calls over 2019 after adjusting for COVID-19.
- We have seen improved claims quality in 2020, and that continues into 2021 with even more challenging goals that we've set for ourselves.

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

Provider Relations: We Can Help You Make HEDIS Performance Easy with Cozeva

Cozeva® platform helps you improve performance

In March of 2020, Health Net rolled out a platform to help providers stay engaged in Healthcare Effectiveness Data and Information Set (HEDIS®) performance and raise county benchmarks. The Cozeva platform gives providers a bird's-eye view of members who are in need of preventive care. The Cozeva system is user-friendly and provides an at-a-glance color coding system that shows you which members are due for routine screenings or immunizations. The platform thus allows providers to engage Health Net members so they stay on track with routine checkups and promotes healthy communities one member at a time.



Provider Testimonial: Nothing But Positive Things to Report about Cozeva!

“Cozeva enables us to manage our gaps better than ever before. It helps us to be able to ‘drive’ performance for our assigned members by having on-demand patient gap lists and more real-time compliance information. Cozeva has been a game changer for us to be in charge of gap management in ways that we never had before.

As a health care provider, some of the features we regularly use are the dashboard view to share with staff and providers to provide performance information and address gap needs. This allows us to then develop action plans for improved performance. We also can monitor performance and plan for gaps from the dashboard without waiting for reports from the health plans.

Clinic staff have access to a patient summary when the patient checks in so that the provider can address as many issues as possible at the time of the visit, or can discuss return plans with the patient. We routinely export gap lists to Excel® and then assign staff to conduct patient outreach and scheduling and also use the gap lists to plan focused events for mammograms, pap smears or well-child immunization visits.

A feature that we truly love is being able to submit administrative data directly and see if it has been accepted or rejected. In addition, having the ability to add users helps to facilitate performance. This data is available to all the users at any time as we have added the clinic managers, clinic LVNs, MAs and front office.

In summary, Kaweah Delta has nothing but positive things to report on the use of Cozeva for quality performance. We recommend it to anyone who has not yet jumped into quality management with this tool. ”

— Respectfully,
Mary Jo Dyck, RN, BSN, MHA
Population Health Manager
Kaweah Delta Health Care District

For more information on Cozeva, please contact your assigned Provider Relations representative or email HN_Provider_Relations@healthnet.com.



Provider Incentives: Waived Eligibility Requirement

More good news! For Medi-Cal, Health Net has waived the eligibility requirement of having less than 1% membership loss for 2019 for our providers who meet one of the following criteria. Providers must have:

1. Been hard-hit by the COVID-19 pandemic, or
2. Shown commitment to growth, engagement with Health Net and improving the quality of care for our members, or
3. Shown their commitment to growing and supporting their community.

Also, for all of our providers, for 2020 and 2021, we've removed the eligibility requirement of having less than 1% membership loss.



COVID-19 Vaccines – What You Need to Know

Key details and information to help you and your staff understand the vaccine strategy

Find COVID-19 Information and Tools in One Location

Visit the COVID-19 Resource Center at healthnet.com/COVID19.

Getting important information about COVID-19 is quick and easy.

We have developed a central location to share COVID-19 questions, answers and important resources to help you and your patients manage health care needs during this pandemic.

You and your patients can visit healthnet.com/COVID19 to:

- Check vaccine eligibility via the Vaccinate ALL 58 website.
- Schedule a vaccine appointment or get notified when eligible through myturn.ca.gov.
- Find vaccines through pharmacies, public health departments and other sites.
- Watch videos from credible sources about vaccine facts and Health Net’s telehealth services.
- Access COVID-19 provider and member COVID-19 alerts and frequently asked questions (FAQs).
 - Access to provider alerts and FAQs is also available at provider.healthnet.com > COVID-19 Updates > Health Net Alerts.
- Get quick answers to some of the most common questions and concerns about the vaccines.
- Reference additional reputable COVID-19 resources in multiple languages.

This site is updated frequently. Check back often for new information and updates!



Provider Self-Care and Resiliency Resources

Join peers who understand the stresses in your line of work with peer coaching

We recognize the incredible challenges to our health care delivery teams right now. Thank you for your important contributions to the health of people and communities across California.

Read on to find information on the Care 4 Caregivers Now program that can help you connect with the health care community for support and wellness, and see how providers felt about recent Resilience Tuesday gatherings.

Care 4 Caregivers Now program

Care 4 Caregivers Now (C4CN) provides health care workers free and confidential peer coaching. Coaching is from trained medical practitioners who understand the rigors and emotional stresses of the profession. They also know the value of a safe, confidential and non-judgmental space. C4CN is a California Medical Association wellness program.

Who should consider peer coaching?

Health care workers should consider peer coaching if they:

- Struggle to find balance in their work and personal life.
- Are increasingly frustrated, angry and/or anxious.
- Worry about financial insecurity, social injustice, systemic racism and/or inequitable opportunity.
- Are feeling burned out or unable to sleep.
- Just want to talk to someone who understands.

Participants report that their weekly 30-minute sessions have helped build more calmness, focus and control. They also report finding clarity and empowerment to better plan for the future. Peer coaches can also help connect caregivers to more resources to further aid their growth.

Who is eligible?

The program is available to anyone listed below. It's 100% complimentary and confidential – there is no mandated reporting requirement.

- Physicians
- Registered respiratory therapists
- Physician assistants
- Residents/fellows
- Nurse practitioners
- Medical students
- Registered nurses
- Public health officers
- Certified respiratory therapists
- Medical reserve corps volunteers

Learn more

Receive support today. Go to <https://cmawpca.org/hwapplication.aspx/>.

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Positive feedback from Resilience Tuesdays

In January and February, Health Net invited providers to join Resilience Tuesday drop-in gatherings. The weekly provider resilience gatherings aimed to support health care practitioners working in the shadows of the COVID-19 pandemic. The goal was to create a quiet, protected online space for reflection, rejuvenation and connection with others.

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

Provider feedback has been positive: 100% of survey respondents advised that the gatherings supported their daily self-care routine.

We look forward to letting you know of any additional resilience gatherings coming up later this year!

For more information or questions about the resilience gatherings or C4CN program, email the Health Education Department at lupe.wong@healthnet.com or melen.vue@healthnet.com.



Talk to Your Patients about the COVID-19 Vaccine

Patients look to their health care professionals for medical guidance and assurance. Here are some tips for effectively setting expectations and addressing questions from your patients about the COVID-19 vaccine. Also, visit the COVID-19 Resource Center at healthnet.com/COVID19 for answers to common questions you may receive from your patients about the vaccine.

Start COVID-19 vaccine conversations early

Even before you are able to offer COVID-19 vaccinations, consider including the topic in your conversations with patients. This will give you the opportunity to set expectations about vaccine availability, including if/when you might recommend vaccination for them, and learn about any concerns they have.

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Engage in effective COVID-19 vaccine conversations

Effective engagement can occur during an in-person office visit, through messages on your patient portal, or at a telemedicine appointment. Patients trust in their providers to help guide health care decisions, and your strong vaccine recommendation is the most important part of the conversation.

Start with empathy and understanding

- Acknowledge the disruption COVID-19 has caused in all our lives.
- Provide an opportunity to recognize common concerns that can be addressed by a vaccine.

Assume patients will want to be vaccinated but may not know when to expect it

- Consider providing the following general information to patients about the timeline for COVID-19 vaccines:
 - It is anticipated that vaccine supply will increase substantially in 2021.
 - The goal is for everyone to be able to easily get a COVID-19 vaccine as soon as large quantities are available. However, not everyone will be able to get vaccinated right away.
- Encourage patients to continue taking steps to protect themselves from COVID-19 and let them know how you plan to share updates about vaccine availability.

Give your strong recommendation

- Let your patients know if you plan to recommend COVID-19 vaccination for them.
- Share the importance of COVID-19 vaccines to protect patients' health as well as the health of those around them.
- Talk about your personal plans to get a COVID-19 vaccine, or your own experience with getting the COVID-19 vaccine.
- Reassure your patients that the vaccine is safe.

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Listen to and respond to questions

- If a patient has concerns or questions, this doesn't mean they won't accept a COVID-19 vaccine. Sometimes patients want your answers to their questions.
- Your willingness to listen to their concerns will play a major role in building trust in you and your recommendation. Make it clear that you understand they have questions, and that you want to answer them so they feel confident in choosing to get vaccinated.
- Seek to understand patient/caregiver concerns and provide information they need in a way they can understand it (visit the COVID-19 Resource Center at healthnet.com/COVID19 for answers to common questions you may receive).

Keep the conversation open

- After answering their questions, let your patients know that you are open to continuing the conversation and answering any additional questions they may have.
- Encourage patients to take at least one action like:
 - Scheduling another appointment.
 - Reading any additional information you provide them about the COVID-19 vaccination.
 - Encourage others to get their COVID-19 vaccine when available.
- Continue to remind patients about the importance of getting a COVID-19 vaccine during future routine visits.

When Can Your Patients Get Their COVID-19 Vaccine?

Go to [Myturn.ca.gov](https://myturn.ca.gov) to register for eligibility and schedule an appointment

California has launched myturn.ca.gov to help residents learn when they are eligible to receive the vaccine and schedule appointments.

If eligible for vaccine

myturn.ca.gov will allow them to schedule an appointment for a vaccination.

If not eligible for vaccine

myturn.ca.gov will allow them to register to receive an email or text alert to notify them about when they will be eligible to schedule a vaccination.

Residents can follow these steps to schedule appointments or register for alerts:

1. Go to myturn.ca.gov.
2. Select language preference.
3. Input basic information including:
 - Age certification and consent statement
 - County of residence
 - Age range
 - Business/industry employed in
4. Find out if they currently qualify to receive a vaccination.

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Join a Webinar to Learn More about the COVID-19 Vaccine

Register at www.rebrand.ly/COVID19-VaccineTraining to learn more about the following topics.

- COVID-19 vaccines
 - Provider selection
 - State and federal programs
 - Approach to mass vaccination
- Vaccine best practices
 - Administration
 - Documentation
 - Adverse event notification
- Vaccine hesitancy
 - Communication strategy
 - Key points on communicating about the COVID-19 vaccine
- Health plan updates
 - HEDIS medical record collection
 - State minimum performance measures released
 - Supplemental data: Claims and encounters

Date	Time (Pacific time)
April 14, 2021	2–3:30 p.m.
April 27, 2021	Noon–1:30 p.m.
May 13, 2021	1–2:30 p.m.
May 25, 2021	Noon–1:30 p.m.
June 9, 2021	10–11:30 a.m.
June 22, 2021	Noon–1:30 p.m.
July 16, 2021	10–11:30 a.m.
July 30, 2021	11 a.m.–12:30 p.m.

Residents without internet access, email or mobile phone

Residents who do not have access to myturn.ca.gov, or those who do not have an email address or a mobile phone, can contact the California COVID-19 hotline at **1-833-422-4255** Monday–Friday 8 a.m. to 8 p.m., and Saturday–Sunday 8 a.m. to 5 p.m. for assistance.

For more information, visit myturn.ca.gov.

Drugstores and Pharmacies Offering COVID-19 Vaccines

Have your patients make an appointment online or by phone once they are eligible

What pharmacies can my patients contact for an appointment?

Below is a list of pharmacies in California offering COVID-19 vaccines, along with their websites and phone numbers. Patients must schedule appointments directly with the pharmacy either online or by phone. Patients are scheduled for their second dose when they get their first dose.

Pharmacy ¹	Website	Phone number
Albertsons [®] Companies (Albertsons [®] , VONS [®] , Pavilions [®])	www.mhealthappointments.com/covidappt	1-866-506-6866
CVSpharmacy [™]	www.cvs.com/immunizations/covid-19-vaccine	1-800-746-7287
Costco [®]	www.costco.com/covid-vaccine.html	1-833-540-0473
Ralphs [®]	www.ralphs.com/rx/guest/get-vaccinated	1-866-211-5320
Rite Aid [®]	www.riteaid.com/pharmacy/apt-scheduler	Must sign up online
Walgreens	www.walgreens.com/topic/promotion/covid-vaccine.jsp	1-800-WALGREENS (1-800-925-4733)

¹ Pharmacies listed may not be available in all service areas.

ENGAGING Our COMMUNITIES



We support you, your community and your patients!

Community Organizations Receive New Funding to Help Californians Enroll in Medi-Cal and Other Programs with Support from Health Net

The health plan awarded \$1.965 million in grants to federally qualified health centers, community-based organizations and clinic consortia in California to improve access to quality care and educate residents about Medi-Cal benefits.

Health Net announced the award of \$1.965 million in grants to help enroll, educate and retain eligible members in Medi-Cal, the state's medical assistance program for those falling 138% below the poverty line. The grant is part of Health Net's investment of more than \$65 million dedicated to bridging the divide in access, equity and quality of care.

Health Net has awarded these grants through its 2021 Community & Infrastructure Investment Program. Twenty-four California-based organizations received grants of up to \$90,000 to help increase enrollment in Medi-Cal across California over the next year or so.

“Data shows that a large number of Californians who are eligible for Medi-Cal aren’t applying for benefits. You wouldn’t expect that in the midst of a pandemic,” said Brian Ternan, President and CEO of Health Net of California and California Health & Wellness Plan. **“Our community partners will use these grants to find and enroll newly eligible people so California’s most vulnerable population can receive the quality health care they deserve.”**

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Roland Palencia, Community Benefits Director at L.A. Care Health Plan, and a grant review panel advisor, echoed Ternan's sentiments.

“Expanding access to quality health care coverage during this pandemic and its resulting economic challenges is critically important,” said Palencia.

“By ensuring we help those who qualify for health insurance to get signed up, we are helping our California communities stay healthy and safe through the pandemic and beyond.”

Organizations can use the grants to increase enrollment by:

- Amplifying awareness of available benefits
- Educating communities about the importance of health care coverage
- Helping newly eligible people enroll in health care coverage
- Assisting new enrollees in understanding and navigating the health care system
- Supporting existing members through the coverage renewal process

Recipients include:

- Alameda Health Consortium
- Ampla Health
- Asian Americans Advancing Justice for Los Angeles
- Asian Health Services
- Asian Pacific Health Care Ventures, Inc.
- Asian Resources, Inc.
- California Black Health Network
- California Coverage & Health Initiatives
- Camarena Health
- Clinicas de Salud del Pueblo, Inc.
- Community Clinic Consortium
- Comprehensive Community Health Centers, Inc.
- Eisner Health
- Family Health Care Network
- Kheir Clinic
- Los Angeles LGBT Center
- Neighborhood Healthcare
- Northeast Valley Health Corp.
- Saban Community Clinic
- Sacramento Covered
- St. John's Well Child and Family Center
- TCC Family Health
- United Health Centers of the San Joaquin Valley
- Valley Community Healthcare



COVID-19 Vaccine Access and Education

We want you to be aware of the work we are doing around vaccine access and education as well as our community investments in the fight against COVID-19.

VACCINE ACCESS AND EDUCATION

Like you, we aim to make the world a better place, one person at a time. **To help end the pandemic, we are doing our part and encouraging every Californian to receive the COVID-19 vaccine.** Unfortunately, some people are **hesitant** and do not feel safe getting the shot at this time. To help educate our communities, we're asking you to join us in supporting Governor Gavin Newsom's **"Vaccinate ALL 58"** social media campaign. Our goal is to assure Californians that the vaccine is effective — and that it is safe to get when it becomes available. As our partner and a trusted member of the community, we are asking that you join this statewide movement by lending your support and sharing related social content via your organization's social media channels. Working together, we can make a big difference and help the governor ensure we keep Californians safe and healthy as we fight to end this pandemic.

The campaign's website and materials promote the following key messages in multiple languages and formats:

- The vaccine has been validated by the nation's top medical experts to be safe and effective.
- The phased distribution plan is based on risk and level of exposure.
- Vaccines will be provided at no cost.
- Communities need to stay informed and citizens should continue to wear masks.

Health Net looks forward to being your partner in sharing this critical information with every community, especially with our most vulnerable and hard-to-reach populations. We will continue to update you on our efforts as we work together to get through this pandemic.

To learn more about Health Net's work in the communities we serve, including our support of the "Vaccinate ALL 58" social media campaign, please follow us on **Facebook** and **Twitter**. You can also learn more about the "Vaccinate ALL 58" social media campaign, including campaign materials in multiple languages at the **California Coronavirus Toolkit** website at toolkit.covid19.ca.gov/partners/#vaccinateall58.



The Fight Against COVID-19

As one of the state's largest managed care plans, Health Net understands firsthand the pandemic's impact on Medi-Cal patients, health care providers and local communities.

Since the pandemic's onset, Health Net has invested over \$14.5 million in COVID-19 emergency funds across California. Investments have ranged from frontline provider support – including the distribution of critical PPE and a multi-million-dollar grant program to expand access to telehealth technology – to direct community support aimed at meeting essential needs impacted by COVID, such as food security, mobile device donation and general rapid relief funds for families.

Understanding certain populations are at increased risk during this time, Health Net has also formed partnerships with local area agencies including agencies on aging and women's shelters to deliver resources directly to older Californians and **victims of domestic violence at risk through stay-at-home orders.**

The work is far from over, but you can learn more about Health Net's COVID-19 response thus far in the article below, "Supporting Our Communities During COVID-19." You can also visit Health Net online to access grant resources, review recent community partnerships and more on the provider portal at www.healthnet.com/content/healthnet/en_us/community.html.



Over **\$14.5 million** invested in COVID-19 emergency response funds statewide.

Supporting Our Communities During COVID-19

As one of the state's largest Medi-Cal managed care plans, Health Net has the unique experience of serving one of the most diverse patient populations. We know first-hand the widespread impact of the novel coronavirus and have worked with our partners to develop solutions to support Californians during this unprecedented time.

A Comprehensive Approach to COVID-19 Relief

MEETING COMMUNITY NEED

Community Investments and Non-Profit Partnerships

Understanding that local organizations intimately know the needs of the communities they serve, Health Net established the COVID-19 Community Relief Fund to provide resources to those with boots on the ground to:

- **Combat food insecurity:** As food instability continues to rise, Health Net is providing direct support to regional food banks.
- **Supply essential needs:** Health Net supplied over \$320,000 in gift cards for essential needs to organizations serving some of the most vulnerable populations — including seniors, victims of domestic violence and foster youth.
- **Increase connectivity:** Health Net distributed nearly **2,000 mobile devices** with three months of free service to patients throughout the state.

DIRECT, RAPID RELIEF

Health Net donated **\$350,000 to emergency rapid relief funds** to support families, small businesses and health care workers. Funds covered essential living expenses, health care equipment and services for our unhoused neighbors, too.

Supporting our Frontline Providers

TELEHEALTH AND INFRASTRUCTURE INVESTMENTS

Working in collaboration with the Department of Managed Health Care, Health Net established a fast-action multi-million dollar grant program to implement and expand access to critical telehealth technology including:

- **Live video visits**
- **E-consultations**
- **Tele-psychiatry**

Health Net awarded **\$13.4 million** in grants to nearly 140 Medi-Cal providers.

ESSENTIAL SUPPLIES

Health Net obtained and delivered PPE to safety net clinics and independent practice providers across the state:

- **31,000 face coverings**
- **5,000 N95 masks**
- **10,000 surgical masks**
- **5,000 containers of hand sanitizer**

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COVID-19 Regional Support Spotlights

SILICON VALLEY

To target resources to some of the most at-risk populations during COVID-19, including the elderly and victims of domestic violence, Health Net distributed **more than \$300,000 in Amazon and Walmart gift cards** directly to organizations serving them including local Santa Clara organizations:

- **Next Door Solutions to Domestic Violence**
- **Walnut Avenue Family & Women's Center**
- **YWCA Silicon Valley**
- **Sourcewise**

CENTRAL VALLEY

Health Net disbursed funds to 10 Central Valley nonprofits through United Way of Tulare County to help support organizations financially impacted by the pandemic. We also put up nine new billboards throughout the region with COVID-19 messaging that reached millions of residents.

LOS ANGELES

To combat growing food insecurity impacting families amid the pandemic, Health Net provided \$120,000 in financial contributions to regional food banks statewide, including the Los Angeles Regional Food Bank.

SACRAMENTO

Health Net joined Sacramento Mayor Darrell Steinberg, Sierra Health Foundation and a coalition of partners to launch the Donate4Sacramento COVID-19 Regional Response Fund investing \$150,000 to provide immediate, direct community relief.

BAY AREA

In Oakland, Roots Community Health Center was able to expand telehealth services and increase access to care for over 10,000 of their Medi-Cal, low-income and uninsured patients thanks in part to a \$123,000 grant from Health Net.

INLAND EMPIRE

Health Net distributed close to 2,000 smartphones with three months of free service to community clinics statewide, including Clinicas de Salud Del Pueblo to serve Riverside and San Bernardino counties.

SAN DIEGO

In San Diego, Health Net donated to the San Diego Foundation's COVID-19 Community Response Fund and Feeding San Diego.





Health Net and San Bernardino County Partner to Expand Access to COVID-19 Vaccines

Health Net will deploy and staff its recreational vehicles (RVs) to select vaccination sites.

Health Net and San Bernardino County are working together to vaccinate thousands more residents over the next two months!

This partnership will increase the number of COVID-19 vaccines administered per day at various county clinics. Health Net will also staff two county-owned vans, which will be used to access and vaccinate residents in remote and hard-to-reach communities across the county.

Patients can sign up at HealthNet.com/COVID19

These events are not limited to your Health Net patients. Any San Bernardino County resident who is eligible to receive the vaccine based on California eligibility guidelines can go to HealthNet.com/COVID19 and set up an appointment at the sites listed on the next page.



Continuing to Protect Our Communities

As California continues to navigate the coronavirus pandemic, Health Net remains dedicated to collaborating with our communities, leaders, stakeholders and health care partners to develop innovative solutions that make a difference.

Health Net and San Bernardino County vaccine schedule and locations
Visit [HealthNet.com/COVID19](https://www.healthnet.com/COVID19) and set up an appointment.

Date	Location	Address	Vaccine type	Health Net or county mobile unit
April 13	Glen Helen Regional Park	2555 Glen Helen Pkwy. San Bernardino, CA, 92407	Pfizer, 1st dose	Health Net
April 14	Ruben S. Ayala Park	14225 Central Ave. Chino, CA 91710	Pfizer, 1st dose or Johnson & Johnson	Health Net
April 15	Calico Ghost Town Regional Park	36600 Ghost Town Rd. Yermo, CA 92398	Pfizer, 1st dose	Health Net
April 16	Big Bear Lake Library	41930 Garstin Dr. Big Bear Lake, CA 92315	Johnson & Johnson	Health Net
April 17	Apple Valley Civic Center	14999 Dale Evans Pkwy. Apple Valley, CA 92307	Johnson & Johnson	Health Net
April 19	Yucaipa Community Center	34900 Oak Glen Rd. Yucaipa, CA 92399	Pfizer, 1st dose or Johnson & Johnson	Health Net
April 20	Mojave Narrows Regional Park	18000 Yates Rd. Victorville, CA 92392	Pfizer, 1st dose	Health Net
April 21	Perris Hill Senior Center (park)	780 E 21st St. San Bernardino, CA 92404	Johnson & Johnson	County
April 22	Calico Ghost Town Regional Park	36600 Ghost Town Rd. Yermo, CA 92398	Pfizer, 1st dose	Health Net
April 23	Running Springs Branch Library	2677 Whispering Pines Dr. Running Springs, CA 92382	Johnson & Johnson	County
April 24	Montclair Civic Center (Alma Hofman Park)	5201 Benito St. Montclair, CA 91763	Pfizer, 1st dose or Johnson & Johnson	County
April 26	Apple Valley Civic Center	14999 Dale Evans Pkwy. Apple Valley, CA 92307	Johnson & Johnson	Health Net
April 27	Glen Helen Regional Park	2555 Glen Helen Pkwy. San Bernardino, CA 92407	Pfizer, 1st dose	Health Net
April 29	Mojave Narrows Regional Park	18000 Yates Rd. Victorville, CA 92392	Pfizer, 1st dose	Health Net
April 30	Crestline Library	24105 Lake Gregory Dr. Crestline, CA 92325	Johnson & Johnson	County
May 3	Rudy C. Hernandez Community Center	222 N Lugo Ave. San Bernardino, CA 92408	Johnson & Johnson	County
May 4	Glen Helen Regional Park	2555 Glen Helen Pkwy. San Bernardino, CA 92407	Pfizer, 1st dose	Health Net
May 5	Ruben S. Ayala Park	14225 Central Ave. Chino, CA 91710	Pfizer, 2nd dose or Johnson & Johnson	Health Net



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