



P R O V I D E R

PULSE

SPRING 2021



# Get the latest news in the Spring 2021 issue of the *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 a community success story!**

— *Your Provider Relations team*

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## MEMBER SUCCESS STORY

### Help for a Member with a Language Barrier

*A Public Programs team member helped a Hmong parent of a CalViva Health Medi-Cal member who advised that they needed help with their son, who is a minor. Their son was recently diagnosed with a medical condition by a specialist at a local hospital. However, due to COVID-19, the son's appointment was canceled. The parent advised having difficulty getting in contact with the doctor's office. They were concerned because the son's medical condition appeared to be getting worse and they wanted their son to be seen.*

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P R O V I D E R

## 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 **the health plan 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

The plan continues to invest in systems, processes and training. We saw year-over-year improvements in the following areas:

- In 2020, we saw improvement in our auto-adjudication rate and have more initiatives scheduled for 2021.
- We significantly improved our claims processing turnaround.
- We saw a significant 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 CalViva Health at 1-888-893-1569.**



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

### Cozeva® platform helps you improve performance

In March of 2020, the health plan rolled out a platform to help providers stay engaged in Healthcare Effectiveness Data and Information Set (HEDIS®) performance and raise county benchmarks. To date, 77% of providers across the Central Valley have adopted the Cozeva platform. This 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 CalViva Health Medi-Cal members so they stay on track with routine checkups and promotes healthy Central Valley communities one member at a time.

### Provider Testimonial: Very Happy with Cozeva!

“Our experience with Cozeva has been great! The technical support to our practice has been very instrumental in tracking measures using the registries scorecard, including the ability to receive more frequent incentives. We also like the option to print face sheets to facilitate pre-visit planning. In using the Cozeva platform we have been able to close care gaps instantly by uploading records. Cozeva is a great class reporting and analytic platform that displays performance in clinical quality and risk measures to address gaps in care for our patients to improve quality performance. We are very happy with the support Cozeva brings to our practice! Thank you for all your support and information!”

— Amar Siddique, MD, and Lisa Havens, Office Manager  
Clovis Pediatric Group  
Fresno

**Please contact the Provider Engagement team at [HN\\_Provider\\_Relations@HealthNet.com](mailto:HN_Provider_Relations@HealthNet.com) to discuss adopting the Cozeva platform.**



## MEMBER SUCCESS STORY

*(continued)*

*In light of the language barrier and cultural sensitivity issues, the Public Programs team member refrained from transferring the call and instead continued to assist the parent with their son’s access-to-care issue. The Public Programs team member called the local hospital, spoke to the doctor’s office and helped schedule an appointment for the son for the following day. The parent was extremely happy and pleased that we could help them get care they needed. The parent advised, “I appreciated your call and that you cared about my son and me. I was at my wit’s end, not knowing what to do, and because my language barrier has limited my ability to advocate for my son and me.” The Public Programs team member also linked the parent and member to local food banks and transportation, and advised contacting CalViva Health Member Services for interpreter services for future medical appointments.*



## Provider Incentives: Waived Eligibility Requirement

More good news! The health plan 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 the plan 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.



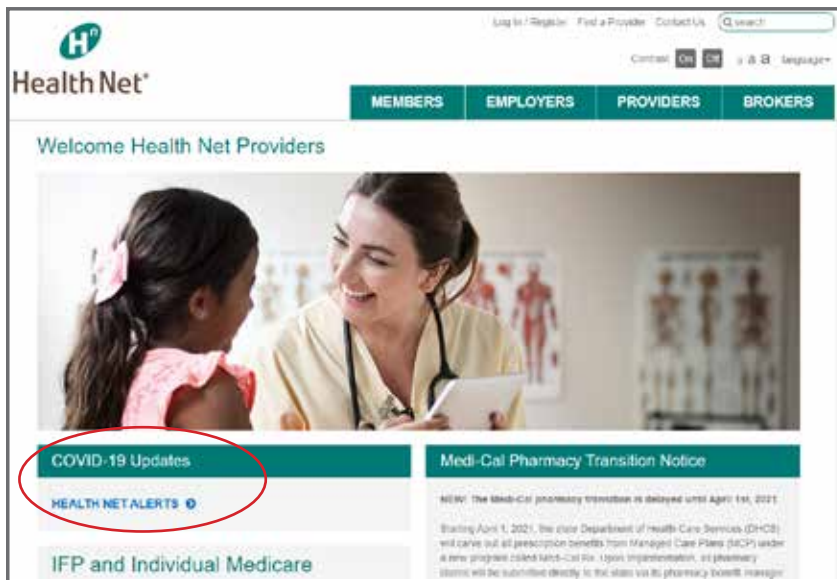
### COVID-19 Vaccines – What You Need to Know

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

**Visit the provider portal for the latest news!**

Refer to the COVID-19 Updates & Alerts for Providers page for timely access to information and guidance regarding the COVID-19 vaccines and more.

1. Go to **provider.healthnet.com**.
2. Select **Health Net\* Alerts** under COVID-19 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 Fresno, Kings and Madera counties.

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

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• 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
- Physician assistants
- Nurse practitioners
- Registered nurses
- Certified respiratory therapists
- Registered respiratory therapists
- Residents/fellows
- Medical students
- Public health officers
- 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, the health plan 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](mailto:lupe.wong@healthnet.com) or [melen.vue@healthnet.com](mailto: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 Updates & Alerts for Providers page described on page 4 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 (refer to the COVID-19 Updates & Alerts for Providers page 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](https://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](https://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](http://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](http://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](http://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 <sup>1</sup>	Website	Phone number
Albertsons <sup>®</sup> Companies (Albertsons <sup>®</sup> , VONS <sup>®</sup> , Pavilions <sup>®</sup> )	<a href="http://www.mhealthappointments.com/covidappt">www.mhealthappointments.com/covidappt</a>	1-866-506-6866
CVSpharmacy <sup>™</sup>	<a href="http://www.cvs.com/immunizations/covid-19-vaccine">www.cvs.com/immunizations/covid-19-vaccine</a>	1-800-746-7287
Costco <sup>®</sup>	<a href="http://www.costco.com/covid-vaccine.html">www.costco.com/covid-vaccine.html</a>	1-833-540-0473
Ralphs <sup>®</sup>	<a href="http://www.ralphs.com/rx/guest/get-vaccinated">www.ralphs.com/rx/guest/get-vaccinated</a>	1-866-211-5320
Rite Aid <sup>®</sup>	<a href="http://www.riteaid.com/pharmacy/apt-scheduler">www.riteaid.com/pharmacy/apt-scheduler</a>	Must sign up online
Walgreens	<a href="http://www.walgreens.com/topic/promotion/covid-vaccine.jsp">www.walgreens.com/topic/promotion/covid-vaccine.jsp</a>	1-800-WALGREENS (1-800-925-4733)

<sup>1</sup> 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 the Health Plan

*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.*

The health plan 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 the plan's investment of more than \$65 million dedicated to bridging the divide in access, equity and quality of care.

The plan has awarded these grants through its 2021 Community & Infrastructure Investment Program 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.”**

### **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 the following organizations located in CalViva Health service area counties:**

- Camarena Health
- Family Health Care Network
- United Health Centers of the San Joaquin Valley



## 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 in the CalViva Health service area 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.

We look forward to being your partner in sharing this critical information with every community, especially with our most vulnerable and hard-to-reach populations.

You can learn more about the "Vaccinate ALL 58" social media campaign, including campaign materials in multiple languages at the **California Coronavirus Toolkit** website at <https://toolkit.covid19.ca.gov/partners/#vaccinateall58>.



### The Fight Against COVID-19

The health plan understands firsthand the pandemic's impact on Medi-Cal patients, health care providers and local communities.

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

**Contact CalViva Health at 1-888-893-1569 for more information about fighting COVID-19.**

## Community Success Story: Distance Learning Program in Lowell Neighborhood Receives Funds to Continue

On Ramps Covenant Church in the Lowell neighborhood of Fresno and its Parent-Church Partnership program continue to see positive results as they support parents and community elementary students with distance learning needs this school year.

The all-volunteer program is fully reliant upon community donations as a way to look out for the students whose parents are unable to stay home during COVID-19. The health plan is giving \$5,000 to ensure the program continues to serve these local youth.

Parents and neighbors in this community are coming together to support elementary students by implementing successful practices and protocols that are resulting in improved grades and overall performance. Since launching in August 2020, other organizations have created similar programs based on the practices and policies exemplified by On Ramps' Parent-Church Partnership program.



“On Ramps heard the cries of one missional member, a mother who was wondering, ‘How will she go to work and help her son with school while he is home alone?’” said Rici Skei, co-pastor of On Ramps Covenant Church. “Because of this cry, On Ramps responded and the Parent-Church Partnership for Online Learning (PCPFOL) was born ... Because of one mother’s need, we brainstormed and developed a new program that would help her and so many more. It has become an immense blessing, as parents head to work each day and know their children are safe and loved in this temporary educational environment.”

“Continuing to invest in local youth through programs that fulfill an immediate need and focus on a better outcome is a cornerstone commitment for CalViva Health,” said Greg Hund, CEO for CalViva Health. “The volunteers at the Parent-Church Partnership program at On Ramps Covenant Church are incredible – they’re doing amazing work to ensure these students don’t just get by during this time, but are supported individually and are now experiencing a new level of excellence.”

## In Memoriam: Honoring Local Providers

We offer our condolences to families, staff and colleagues who have experienced the loss of a loved one:

**Dr. Carlos Cordoba**

**Dr. William Garnica**

**Dr. Johnny Yee Fong**

**Dr. Robert Allen Shankerman**



CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. \*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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