



CALVIVA HEALTH

PROVIDER

PULSE

WINTER 2022



Your best year yet!

Welcome to the winter 2022 issue of the *Provider Pulse* newsletter!

Your Provider Relations team is by your side as you step into the new year. We're looking forward to working together to help you, your practice and fellow staff members prosper and embrace opportunities and challenges.

In this issue of the *Provider Pulse*, see how our partnership is making a difference for members and providers, beginning with local communities and those who need it most.

Inside:

- **Are you using Cozeva®?**
- **A generous gift from CalViva Health** helps feed the hungry.
- **The 2021 Physician Summit Awards** – Find out who won!
- **Get ready for CalAIM** with provider training.

— *Your Provider Relations team*

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PROVIDER SATISFACTION Highlights



OPERATIONAL EXCELLENCE

Make HEDIS® Performance Easy with Cozeva®

Together with Cozeva, we can support a healthy community one member at a time.

What is Cozeva?

In early 2020, the Plan rolled out a web-based 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 need preventive care and chronic disease management services, as well as timely insights into member care transitions from emergent and inpatient settings. The system is user-friendly and provides an at-a-glance color coding system that shows providers which members are due for routine screenings or immunizations.

View a **recorded training webinar** to learn more.

Start using Cozeva now!

Start using Cozeva to identify any data gaps/discrepancies that exist with the Plan. Submit missing records as supplemental data where necessary to address those gaps by February 4, 2022.

Cozeva is available at no cost to CalViva Health primary care physicians and clinic providers, as well as to participating provider groups. There is no limit to the number of accounts that can be set up for a provider office.

Please contact the Provider Engagement team at **HN_Provider_Relations@healthnet.com** to discuss adopting the Cozeva platform.



ENGAGING

Our COMMUNITIES

You, your patients and your community have our support!

Our partners know their communities best, which is why we work hand-in-hand with local partners – county agencies, community clinics, hospitals, and our education and justice system – to transform communities by developing and funding localized programs and solutions that improve health one person at a time.



CalViva Health Supports the Madera County Food Bank

CalViva Health generously provided a grant of \$30,000 to the Madera County Food Bank. The sponsorship helped the food bank purchase a van to transport food directly to community members!



L-R: Ryan McWherter, CEO, Madera Community Food Bank; Jeff Nkansah, CEO, CalViva Health; Courtney Shapiro, CalViva Health Director of Community Relations and Marketing.



Food bank staff meet with Jeff Nkansah, CEO, CalViva Health, and Courtney Shapiro, CalViva Health Director of Community Relations and Marketing.

Peer Recognition: Find Out Who Won!

We promote better health outcomes by recognizing quality providers. Read on to find out who received 2021 Plan awards. *You can be the next winner!*



2021 Summit Awards for Quality Care

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.
- An engraved, crystal award.
- A Plan-regional press release.
- A catered luncheon for the provider's office.

2021 Awardees

- Camarena Health
- Family Health Care Network
- Camarena Women's Health
- Dr. Lalaine Tiu

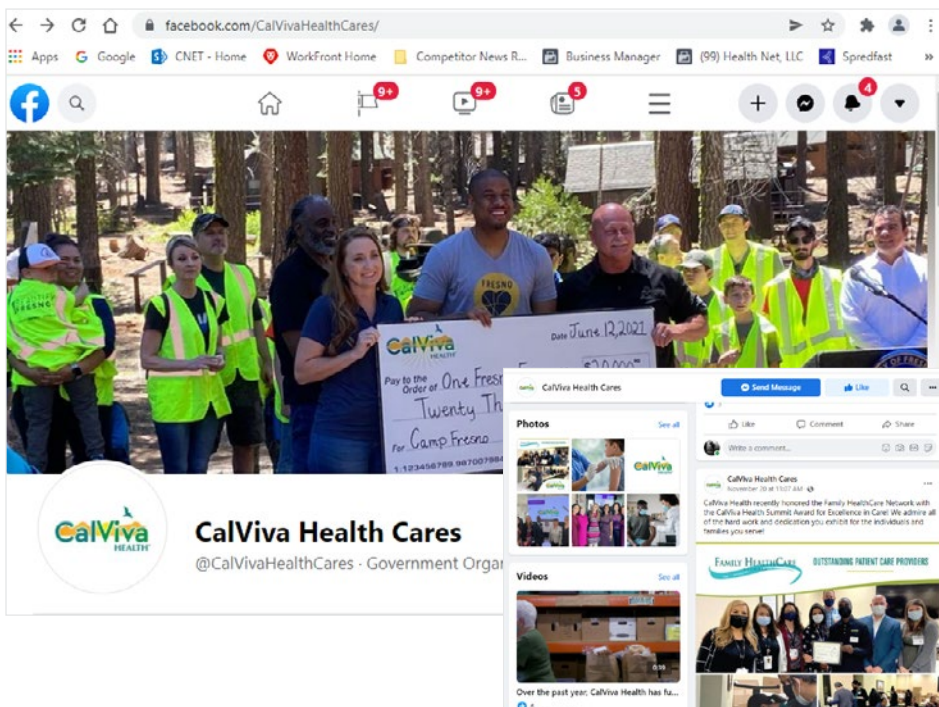
Watch a video of the **awards ceremony** on YouTube at youtube.com/watch?v=v4ma-Zr-7wg.

CalViva Health Cares! Check Out Our New Facebook Page

Our new Facebook page is live

We've launched our new Facebook page, CalViva Health Cares! The page focuses on CalViva's work in support of the local community.

Visit the page often at facebook.com/CalVivaHealthCares to see photos of sponsored events and read the latest posts.



MARKET SPOTLIGHT



OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

CalAIM Provider Training

CalAIM (California Advancing and Innovating Medi-Cal) is a multi-year initiative by the Department of Health Care Services to improve the quality of life and health outcomes of our population by implementing broad delivery system, and program and payment reform across the Medi-Cal program.

Webinar topics

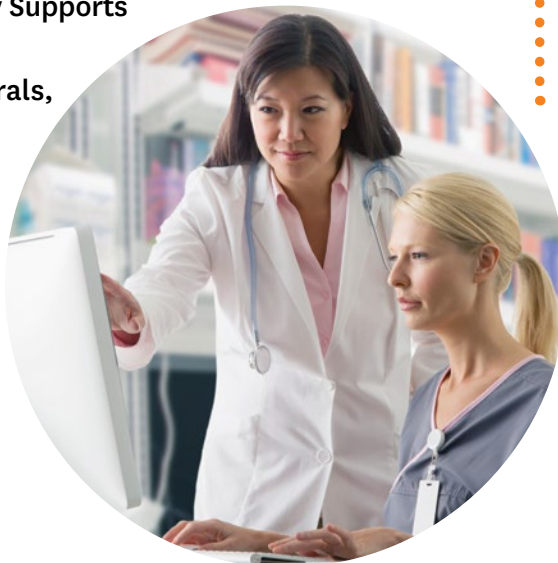
Our training program is designed to ensure the successful deployment of CalAIM. Trainings cover the following topics:

- General managed care 101 overview and how it impacts CalAIM.
- Member engagement and data sharing process with the Plan for Enhanced Care Management (ECM).
- Referrals, authorization and claims process for ECM and Community Supports.
- And more.

Weren't able to attend a training? Access these recordings.

Instructions how to **access recordings** (PDF)

- **Health Net* and CalViva CalAIM Managed Care 101**
- **ECM Member Engagement and Data Sharing**
- **Health Net/CalViva ECM/Community Supports Overview for Existing Providers**
- **Health Net/CalViva Community Supports Referrals, Auths and Claims**
- **Health Net/CalViva ECM Referrals, Auths and Claims**
- **Findhelp overview for CalAIM providers**



Health Equity in Rural California: Dr. Ramiro Zúñiga is Featured on “This is Rural Health”

Dr. Ramiro Zúñiga, vice president and medical director, was recently featured on “This is Rural Health,” a podcast from the California State Rural Health Association. In this episode, Dr. Zúñiga discussed health equity in rural California and provided an insider’s look at the Plan’s innovative program, **Bridging the Divide**, and how the Plan’s team is navigating the challenges of serving many counties across California during the COVID-19 pandemic.

Listen to the episode **here**.

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.