



HEALTH NET

P R O V I D E R

PULSE

SPRING 2022



You make a difference!

Think about it – you have the honor of working in health care, whether in the role of provider, medical assistant, nurse, front desk, back office or facility support. Your work matters. It touches patients, coworkers, families and ultimately, communities.

You have the privilege of making an impact on patients’ health and wellness, two areas that everyone counts among the most important things in life.

You also have our support to back your day-to-day work. Together, we can continue to improve the quality of care for members and touch lives with positive change!

Enjoy this spring 2022 issue of the Health Net* *Provider Pulse* newsletter.

— Your Health Net Provider Relations team

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PROVIDER SATISFACTION Highlights



Expect More Patients from Medi-Cal's Older Adult Expansion

New patients may arrive beginning May 2022

As of May 1, 2022, California state Assembly Bill 133 provides full-scope Medi-Cal coverage to adults ages 50 or older, regardless of immigration status.

Health Net can help families with Medi-Cal coverage that includes:

- Doctor visits
- Hospital care
- Lab tests
- Vision
- Dental (available in Los Angeles and Sacramento counties)
- Transportation
- Pregnancy/newborn care and more

Qualified individuals can get complete Medi-Cal health care despite their immigration status. This includes:

- Lawful people living in the U.S. long-term, or “green card holders.”
- Lawful people living in the U.S. for a short term.
- Persons fleeing ill-treatment like refugees and people seeking safety.
- Immigrants granted short-term secured status.
- Non-immigrant status holders, like those with worker or student visas.

Medi-Cal enrollment is available year round. To help someone enroll, contact Health Net Medi-Cal Member Services at 800-675-6110 (TTY: 711) 24 hours a day, 7 days a week.

Applying for Medi-Cal does not disrupt or change immigration status or citizenship status. Health Net does not ask for or report immigration status.

To learn more about Assembly Bill 133, read this [news release](#) on www.gov.ca.gov.



Providers Get Exam Tables for Better Accessibility, Thanks to Grant from Health Net

Providers who needed special exam tables to improve accessibly and offer more equitable care were able to purchase them, thanks to a grant from Health Net. Health Net is providing 35 tables at a total cost of more than \$244,000 in early 2022. Health Net identified the providers as not having an accessible exam table by using Physical Accessibility Review Survey (PARS) data. PARS is an assessment that Health Net completes at all Medi-Cal primary care physician, high-volume specialist, ancillary, Community-Based Adult Services (CBAS) and behavioral health provider sites.

The tables will improve accessibility for all providers and members who need them, regardless of line of business. Without such a table, a provider might not be able to properly examine a member who may have a disability. For example, a member using a wheelchair who is unable to transfer to a standard exam table would not be able to receive a cervical cancer screening. Health Net aims to improve cervical cancer screening rates for providers who have not met benchmarks for Medi-Cal members.

Look for more news about the results of this initiative later this year in the *Provider Pulse*.

Quality Measure Changes for Medi-Cal in 2022

Each year the California DHCS¹ updates measures that evaluate the quality of care for each Medi-Cal health plan in each county or region that it serves. In 2022, 15 of the Managed Care Accountability Set (MCAS) measures are held to a minimum performance level (MPL) of the 50th percentile of the national Medicaid performance rates.

What's new for 2022

There are three new MCAS measures that are held to the MPL in measurement year 2022:

- 1. Lead Screening in Children (LSC)** – LSC measures the percentage of children who had one or more capillary or venous lead blood test(s) for lead poisoning by their 2nd birthday.
- 2. Follow-Up After Emergency Department Visit for Mental Illness (FUM)** – FUM measures the percentage of emergency department (ED) visits for members ages 6 and older with a principal diagnosis of mental illness or intentional self-harm, who had a follow-up visit for mental illness within 30 days of the ED visit.
- 3. Follow-Up After Emergency Department Visit for Substance Abuse (FUA)** – FUA measures the percentage of ED visits among members ages 13 and older with a principal diagnosis of substance use disorder (SUD), or any diagnosis of drug overdose, for which there was a follow-up within 30 days of the ED visit.

Other changes

- One measure with submeasures has been removed from MCAS and is no longer held to the MPL: Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents – BMI percentile documentation, counseling for nutrition and counseling for physical activity.
- One measure has been retitled: Hemoglobin A1c Control for Patients with Diabetes – HbA1c Poor Control (> 9.0%) (HBD). This measure was formerly Comprehensive Diabetes Care – HbA1c Poor Control (> 9.0%) (CDC-H9).

The remaining measurement year 2022 MCAS measures held to the MPL are the same as measurement year 2021. Refer to the Measurement Year 2022 MCAS table below to review measures and MPLs.

Measurement Year 2022 MCAS

| Pediatric measures | MPL (50th percentile) |
|---|-----------------------|
| Childhood Immunization Status: Combination 10 | 38.20% |
| Immunizations for Adolescents: Combination 2 | 36.74% |
| Well-Child Visits in the First 30 Months of Life – Well-Child Visits in the First 15 Months | 54.92% |
| Well-Child Visits in the First 30 Month of Life – Well-Child Visits for Age 15 Months–30 Months | 70.67% |
| Child and Adolescent Well-Care Visits | 45.31% |
| Lead Screening in Children – NEW | 71.53% |
| Women's health measures | MPL (50th percentile) |
| Breast Cancer Screening | 53.93% |
| Cervical Cancer Screening | 59.12% |
| Chlamydia Screening in Women | 54.91% |
| Timeliness of Prenatal Care | 85.89% |
| Postpartum Care | 76.40% |
| Chronic conditions measures | MPL (50th percentile) |
| Controlling High Blood Pressure | 55.35% |
| Hemoglobin A1c Control for Patients with Diabetes – HbA1c Poor Control (> 9.0%). Note: This is an inverse measure – a lower percentage is higher performing. This measure was formerly Comprehensive Diabetes Care – HbA1c Poor Control (> 9.0%). | 43.19% |
| Behavioral health measures | MPL (50th percentile) |
| Follow-Up After Emergency Department Visit for Mental Illness – 30 days – NEW | 53.54% |
| Follow-Up After Emergency Department Visit for Substance Abuse – 30 days – NEW | 21.31% |

¹Department of Health Care Services

POPULATION

HEALTH in Focus



More People Vaccinated through Health Net's RVax 180 Initiative

Health Net joins local partners to promote COVID-19 vaccination awareness and education.

Since April 2021, Health Net has facilitated more than **200 mobile vaccine clinics** in counties across the state with the help of trusted, community-minded partners, including the Sacramento City Unified School District, L.A.Rams, United Farm Workers Foundation and more. Health Net's mobile vaccination initiative has administered more than **20,000 COVID-19 vaccines** throughout the state. In light of the Omicron surge that occurred in early 2022, access to COVID-19 vaccines and boosters became increasingly important to protect against the highly transmissible variant. Health Net is continuing to make COVID-19 vaccines accessible to as many Californians as possible, especially for communities hit hardest by the pandemic.

Read more about how Health Net continues to bring [COVID-19 vaccinations to communities and schools](#).

Health Net Aims to Reduce Health Gaps and Inequities with Population Health Management Website

Health Net introduces its [new population health management](#) website. Not only does it give trustworthy, helpful answers to population health topics (which means topics that apply to groups of people with common conditions), but it will hopefully help reduce health care gaps and create equity in care.

Why our members — and the communities we serve — need a site like this

If we empower people with resources they need, we can help them stay healthy. If a member has the right resources and uses them, they can do what’s necessary for their health now. They can also prevent certain conditions down the road.

“If a member is feeling anxious or uncertain about their health, we want them to think of us first,” said Senior Director of Population Health and Clinical Operations Dipa Patolia. “Members can find out about prevention, wellness, chronic disease management and basic needs support through this site. It’s a way for them to have even more control of their health and well-being.”

Check Out Health Net’s COVID-19 Toolkit

As we continue to navigate the COVID-19 pandemic and vaccinations remain critically important, Health Net has created a COVID-19 toolkit with assets in English and Spanish that can be shared with your network to encourage the community to get vaccinated. The toolkit includes:

- Three flyers sharing vaccine facts and countering myths.
- Eight social media graphics with the same content formatted for social media.
- Six videos from Health Net physicians answering the most common COVID-19 vaccine questions.

Find the [flyers and social media graphics here](#) and the videos on [Health Net’s YouTube channel](#). For more information visit HealthNet.com/COVID19.

Share with your network!

- [Distribute the flyers](#) to your community.
- Include in your [newsletter or e-blast](#).
- [Post](#) on your social media.



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.

More Kids Helped with Health Net Grant and Hazel Health

Health Net has partnered with [Hazel Health](#), the national leader in school-based telehealth, to further our wraparound approach to caring for our youngest members. With a **\$3 million grant** from Health Net, Hazel Health will expand access to medical and behavioral health care for students at 200 K-12 schools in 10 California counties, allowing students to connect directly with licensed medical professionals for on-demand care, whether at school or at home. Health Net’s grant will help to close equity gaps and advance education through increased access to medical care and behavioral health support.

The pandemic brought isolation and disruption to kids and teens. The results include poor mental health, behavior problems, lower-than-normal grades and other issues. In fact, the Centers for Disease Control and Prevention said recently that the number of suspected suicide attempts by 12- to 17-year-old girls rose by 51% from early 2019 to early 2021.

Health Net recognizes that supporting kids’ behavioral health is as crucial as ever. The partnership with Hazel will help address this need.

Read more about [Health Net’s partnership with Hazel Health](#) and learn about Health Net’s [wraparound approach to caring for kids](#).

For more information on how Hazel Health helps kids in school and at home, visit the [Community Resources page](#) at www.healthnet.com. Go to *Health Net in the Community* > Community Resources > *View Resources*. Medical providers with general questions about the program can contact Hazel Health at **415-424-4266** or **800-76-HAZEL (800-764-2935)**.



Health Net Partners with MLK Community Health Foundation to Launch Street Medicine Program

The [MLK Community Health Foundation](#) launched their Street Medicine Program, made possible by a \$1.5 million grant from Health Net. Designed alongside the [Keck School of Medicine of USC](#), the program provides unhoused patients with the care necessary for full recovery and ongoing health, thus preventing unnecessary emergency department visits and hospitalizations. This significant investment aligns with Health Net's commitment to providing a wraparound approach to care for unsheltered Californians, aiming to break the cycle by treating the whole person.

Watch [this video](#) to learn more about Health Net's work with the MLK Community Health Foundation's Street Medicine Program. Learn more about Health Net's [wraparound approach to caring for unsheltered Californians](#).

New San Diego “Wellness Club” for Seniors Launches

The SDSU Center for Excellence in Aging & Longevity and Wellcare By Health Net collaborate to help older adults through peer learning.

A new partnership between San Diego State University's (SDSU's) Center for Excellence in Aging & Longevity and Wellcare By Health Net will provide seniors with a holistic approach to navigating the current and emerging challenges faced by older adults and their families. These barriers include social determinants of health, social isolation and the need to return to a focus on general health and wellness following the pandemic.

Central to the partnership is the launch of the “Wellness Club,” an inclusive, community-based approach to inform, engage, empower and inspire older adults.

“The Wellness Club is not about talking at seniors but doing things with seniors. We believe many seniors are active and experienced people. They can help their peers in wellness and work to optimize aging and longevity together,” said Karen Johnson, Wellcare's Medicare lead in California.

The partnership has three key objectives:

- **Improve the overall well-being of older adults and caregivers.**
- **Identify and share useful information from trusted sources to empower older adults.**
- **Present innovative, community-based approaches to current and emerging issues in aging.**

The Center launched in 2021 to address emerging opportunities and challenges for the surge in California's aging population. It is funded by philanthropic, public and private partnerships, including Health Net's.

To learn more about the partnership, read the [full news release](#).



Kids Suffering from Anxiety and Depression in Placer County Have Support

California Health & Wellness Plan (CHWP) recently announced it has awarded a **\$25,000 grant** to [Lighthouse Counseling and Family Resource Center](#) to help mitigate adverse childhood experiences (ACEs) caused by the negative effects of the COVID-19 pandemic. The demand for these types of services for children has increased dramatically during the pandemic due to social isolation, increased child abuse, breaks in education routines and an increase in domestic violence witnessed by children.

“COVID-19 has taken a physical, mental and emotional toll on so many of our communities,” said President and CEO of CHWP and Health Net Brian Ternan. “We’re proud to support Lighthouse’s work in providing families with the resources and counseling they need to manage stressful emotions and maintain safe, supportive households.”

Read more in the [full news release](#).



Grant Helps Inyo Mono Advocates for Community Action Feed Thousands of Californians

CHWP partnered with [Inyo Mono Advocates for Community Action](#) (IMACA) to continue serving thousands of residents lacking access to food and proper nutrition in Inyo, Mono and Alpine counties. With a **\$25,000 grant** from CHWP, IMACA has been able to upgrade its warehouse and food storage facilities to support their increased numbers of food deliveries to residents.

Read more about the grant partnership [here](#).



OPERATIONAL HIGHLIGHTS AND INSIGHT INTO
THE LATEST NEWS!

**Health Net Earns “Customer Satisfaction Award 2021”
from DHCS**

The industry-leading award is based on customer survey feedback and is the third award for customer service excellence earned by Health Net in 2021.

Health Net has been recognized by the California DHCS for outstanding customer service. DHCS, the largest health care purchaser in California, awarded Health Net its “Consumer Satisfaction Award 2021 — Large Scale Plan (Child).”

“This customer satisfaction award by DHCS shows what can be accomplished when you put members first,” said President and CEO of Health Net Brian Ternan. “Industry analysts like Forrester, publications like Newsweek and government regulators recognize that when our members are in their time of need, we are there for them. We will continue our relentless focus on serving our customers, so they can focus on their health.”

Read more in our [full news release](#).

**NCQA Selects Health Net for Health Equity Pilot
Program**

Health Net announced the National Committee for Quality Assurance (NCQA) [selected](#) the company to help develop NCQA’s new Health Equity Accreditation Plus program. Health Net is one of just nine health organizations in the nation selected to help create the new evaluation program.

“With decades of experience caring for California’s most vulnerable residents, Health Net’s selection to participate in the pilot program is a testament to our work to build access at every level, expand equity and deliver quality care,” said Medi-Cal President of Health Net Martha Santana-Chin.

This is the seventh time Health Net has received recognition for a commitment to health equity from NCQA.

Read the [full news release](#) to learn more about the pilot.

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