



CALVIVA HEALTH

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 Provider Pulse newsletter.

— Your Provider Relations team

TABLE OF CONTENTS

Provider Satisfaction Highlights	1
Expect More Patients from Medi-Cal’s Older Adult Expansion	1
Providers Get Exam Tables for Better Accessibility	1
Quality Measure Changes for Medi-Cal in 2022	2
Population Health in Focus	3
Check Out CalViva Health’s COVID-19 Toolkit	3
Engaging Our Communities	4
CalViva Health Hosts an Honorary Luncheon for Summit Award Winners	4-5
CalViva Grant Helps Local Children Stay Warm with New Jackets	5



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.

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

- Doctor visits
- Hospital care
- Lab tests
- Vision
- 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 the CalViva Health Enrollment Department toll-free at 877-618-0903.

Applying for Medi-Cal does not disrupt or change immigration status or citizenship status. CalViva Health 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

Providers in Fresno County who needed special exam tables to improve accessibly and offer more equitable care were able to purchase them, thanks to a grant from the Plan. The Plan is providing five tables in Fresno County in early 2022.

The Plan identified the providers as not having an accessible exam table by using Physical Accessibility Review Survey (PARS) data. PARS is an assessment that the Plan completes at all CalViva Health 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. 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. The Plan aims to improve cervical cancer screening rates for providers who have not met benchmarks for CalViva Health Medi-Cal members.

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

Quality Measure Changes for 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

Check Out CalViva Health's COVID-19 Toolkit

As we continue to navigate the COVID-19 pandemic and vaccinations remain critically important, the Plan 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 Plan physicians answering the most common COVID-19 vaccine questions.**



Find the [flyers and social media graphics here](#) and the videos on **YouTube**. 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.

CalViva Health Hosts an Honorary Luncheon for Summit Award Winners

CalViva Health recently hosted a luncheon at each of the award winners' offices to honor the entire staff.

The luncheon was in appreciation of a job well done by 2021 Summit Award winners:

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



Dr. Patrick Marabella, CalViva Health CMO (left); Jeff Nkansah, CalViva Health CEO; and Anna Camarena, Camarena Health.



Jeff Nkansah (right), CalViva Health CEO, honoring Dr. Lalaine Tiu.

CalViva Grant Helps Local Children Stay Warm with New Hoodies

After thieves broke into the Central Valley Urban Institute’s Executive Director’s car and stole winter coats meant for local youth, CalViva Health reached out with support to help provide kids with warm hoodies. The grant also honored Black History Month.

Along with the Fresno Teachers Union, the Police Chiefs’ Foundation and the office of council member Miguel Arias, CalViva’s support helped the Central Valley Urban Institute collect **more than 260 jackets, over 600 pairs of socks, hundreds of hats, gloves, scarves and 604 hoodies.**

The Central Valley Urban Institute’s Coats for Kids program distributed the garments just in time for the rainy season in the Central Valley. The program wants to ensure that no youth at Martin Luther King Elementary School go without a coat. King Elementary has the largest number of children who live in public housing. Many of their families earn less than \$14,500 per year and live in poverty. As a result, many families cannot afford necessities like warm outerwear.



Jeff Nkansah, CEO of CalViva Health, presents at Martin Luther King Elementary School.

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.