



HEALTH NET

PROVIDER

PULSE

SUMMER 2022

Medi-Cal and Individual & Family Plans





Work-Life Balance: Elusive or Easier Than You Think?

It can be easy to throw yourself into your work, especially when it's for a noble cause. In the helping professions, you can quickly forget yourself and dive into caring for others.

It may seem like common sense, but if you're stressed, remember to **care for yourself**:

- **Pull back** to reflect on priorities by carving out time off or simply taking a break.
- **Take time to exercise.** Remind yourself how good it makes you feel. Even just a walk can quickly change your outlook.
- **Eat better.** For example, cutting down on sweets can reduce blood sugar swings – the “sugar blues” – and has long-term benefits.

There probably isn't a shortage of need for your services, but in the long run, it can benefit both you and your patients to step back now and then and aim for a healthy balance.

Health Net* supports provider wellness. In this issue of the Health Net *Provider Pulse* newsletter, check out the article on caring for your well-being with interactive provider resilience sessions.

— *Your Health Net Provider Engagement team*

TABLE OF CONTENTS

Provider Satisfaction

Highlights	1
Reminder: Expect More Patients from Medi-Cal's Older Adult Expansion	1
Help Ensure Your Medi-Cal Patients' Coverage Stays Active by Contacting Their County About Changes	1
Access CalAIM FAQs, Tools and Trainings in One Place with the New CalAIM Provider Resources Page	2
Renew Your Outlook with Our Provider Resilience Sessions ..	3
Grant-Funded Exam Tables Improve Accessibility Based on Provider Feedback	3
Population Health in Focus	4
Better Care for Members Thanks to Population Health Management Program	4

Racial Minorities and Underserved Populations to Benefit from COVID-19 Study ..	4
---	---

Engaging Our Communities	5
San Diego Children with Asthma Breathe Better Thanks to a Pilot Program and Health Net's \$125,000 Grant ..	5
Telemedicine Visits Among Medi-Cal Patients Increase by 2,000% in First Year of Pandemic	6
Health Net Leaders Present at State of Reform Northern California Health Policy Conference	6
Providers Learn To Treat Food as Medicine through Health Net and CalFIMC Webinar	7

Health Net Grant Feeds 10,000 People in the Bay Area	7
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Market Spotlight	8
California's Most Vulnerable Get Boost in Access to Care Through Human Outreach and Simplicity, Report Finds. . .	8
Health Net Sponsors Central Valley Health Network Thought Leadership Roundtable.	8
Health Net President and CEO Brian Ternan Elected to the National Hispanic Medical Association Board of Directors.	9
Health Net's Nancy Kalev Takes Part in Discussion Panels on Public Health Issues.	9
Health Net Shares Insights on Telehealth Use with Insure the Uninsured Project	10

PROVIDER SATISFACTION Highlights



OPERATIONAL EXCELLENCE

Local providers know the population and patients they serve best – that’s why Health Net works with providers one-on-one to meet and adapt to their needs.

Reminder: Expect More Patients from Medi-Cal’s Older Adult Expansion

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

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.



Help Medi-Cal Patients’ Coverage Stay Active by Contacting Their County About Changes

Remind patients to update their information.

Once the COVID-19 public health emergency ends, counties will check Medi-Cal eligibility. Counties need to have Medi-Cal enrollees’ current contact information and know any changes in circumstances so the members can stay enrolled.

Medi-Cal enrollees should contact the county about changes to any of the following:

Contact information	Change in circumstances
Phone number	Income
Mailing address	Disability status
Email address	Someone becomes pregnant or moves in

How to report changes

Your Medi-Cal patients can report changes to their local county office online or by phone, email, fax or in person. Visit <http://dhcs.ca.gov/COL> or call the Medi-Cal Member Hotline at **800-541-5555**.

Medi-Cal patients can also update their contact information online at **CoveredCA.com** or **BenefitsCal.com**.

Please talk with your Medi-Cal patients to make sure they:

- ✓ Report any changes in their household circumstances or contact information in the past two years.
- ✓ Provide requested information if they or someone in their household receives a letter from their county asking for information about their Medi-Cal coverage.

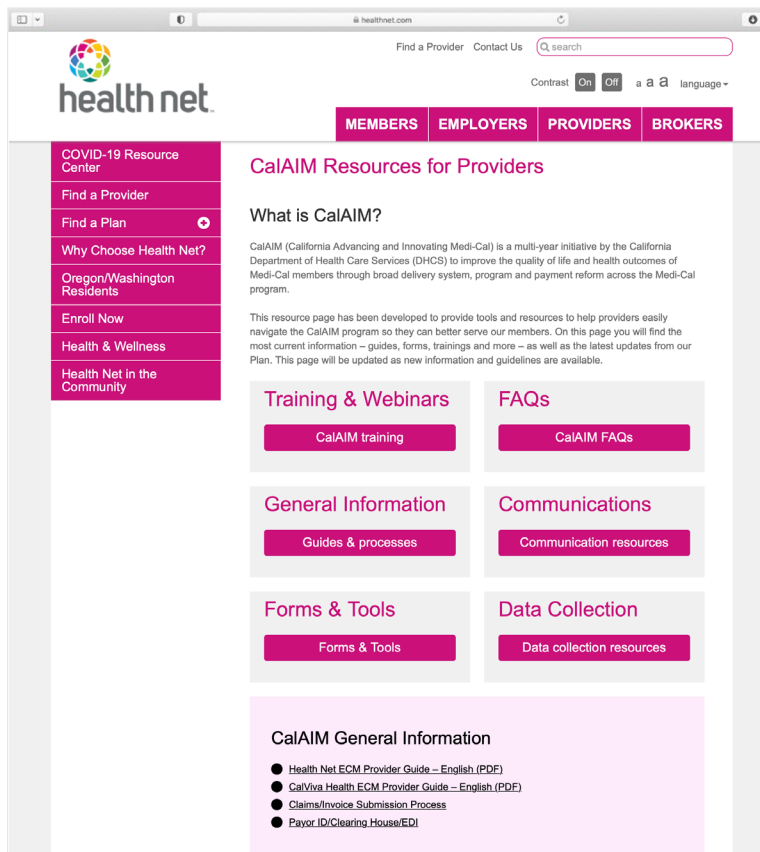
Access CalAIM FAQs, Tools and Trainings in One Place with the New Provider Resources Page

Get the resources and information you need to help support your Medi-Cal patients.

Our new **CalAIM online resource page** launched in April to make it easy to navigate the CalAIM (California Advancing and Innovating Medi-Cal) program.

Medi-Cal members are our foundation and core focus – and now you can serve them even better with easy access to:

- **Guides and forms**
 - Provider guides.
 - Claims/invoice submission processes.
 - Electronic Data Interchange (EDI) instruction and Enhanced Care Management referral forms.
- **Trainings**
 - Data sharing.
 - Prior authorizations.
 - Claims billing and more.
- **Frequently asked questions and answers**
- **Communications to help you stay updated**
- **Data collection**
 - Program completion questionnaires.



Renew Your Outlook with Our Provider Resilience Sessions

Join our webinars that energize and sustain the health care workforce.

Health care providers can face extreme stressors and unexpected transitions – especially during a pandemic. During this series of 30-minute interactive and participatory sessions, we reflect on what sustains us in our professional and personal lives.

Resiliency sessions are held every fourth Tuesday of the month (except November and December) through 2022. A variety of times are available to accommodate schedules.

Providers: Use this Zoom link to drop into sessions.

<https://centene.zoom.us/j/96645591696?pwd=NkVCKzJyaGhiQnlLbG9zeWhwcm1Mdz09>

Password: 921210

About our facilitator

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



Mark your calendar

Date	Time (PT)
July 26, 2022	8:30 a.m., noon, 3 p.m.
August 23, 2022	8:30 a.m., noon, 3 p.m.
September 27, 2022	8:30 a.m., noon, 3 p.m.
October 25, 2022	8:30 a.m., noon, 3 p.m.
November 15, 2022	8:30 a.m., noon, 3 p.m.
December 13, 2022	8:30 a.m., noon, 3 p.m.

Grant-Funded Exam Tables Improve Accessibility Based on Provider Feedback

Providers love the new adjustable exam tables!

Providers who needed special exam tables to improve accessibility and offer more equitable care purchased them, thanks to a grant from Health Net. Health Net provided 35 tables at a total cost of more than \$244,000 in early 2022.

Comments show that the tables:

- Help both patient and provider.
- Are easy to use.
- Prevent falls among elderly patients.



POPULATION

HEALTH in Focus:



Better Care for Members Thanks to Population Health Management Program

As part of Health Net's wraparound approach to whole-person care, we created a **Population Health Management program (PHM)** designed to coordinate care for our members across the continuum of physical, behavioral, developmental and oral health, and long-term services and support. The goal of our PHM program is to promote timely access, health equity and improved health outcomes at both the individual and population health level.

Health Net defines population health as:

- The distribution of health outcomes within a population.
- The determinants that influence the distribution of health outcomes.
- The policies and interventions that affect the determinants.
- An interdisciplinary approach among different sectors of the community, public health industry, academia, local government entities and health care.
- Coordinated resource allocation to overcome the multifaceted drivers of poor health outcomes in the population to achieve positive health outcomes.

Learn more about population health and how Health Net is implementing the program to deliver **better care to our members.**

Racial Minorities and Underserved Populations to Benefit from COVID-19 Study

Health Net is partnering with **Wesley Health Centers** to offer COVID-19 screenings at no cost to patients as part of a national research study. The testing initiative is part of a broader research study by Health Net's parent company **Centene** and the **National Minority Quality Forum (NMQF)** to analyze testing data. The analysis will assess the impact of COVID-19 on racial minorities and underserved populations in California and across the country. Once the testing is complete, Centene and NMQF will analyze the data and provide data- and evidence-based solutions to inform the public health response and help reduce health care disparities among underserved populations.

Learn more about the study [here](#) and read about how Health Net supported residents and providers during COVID-19.

ENGAGING

Our COMMUNITIES



You, your patients and your community have our support!

Health care starts at the community level. That is why we work hand-in-hand with local partners to transform our communities. Together with community clinics, hospitals, local public health departments, homeless shelters, food banks, and our education and justice systems, we develop localized programs and solutions that improve health, one person at a time.

San Diego Children with Asthma Breathe Better Thanks to a Pilot Program and Health Net's \$125,000 Grant

The program drives health equity by identifying children facing multiple barriers to care

Health Net recently awarded Rady Children's Hospital-San Diego (Rady Children's) a \$125,000 grant to fund individualized care to help children with asthma. The grant establishes a new program that identifies and tackles social and environmental factors such as food insecurity and smoking exposure that contribute to childhood asthma.

As part of the program, Rady Children's developed a process that combines the use of technology with the analysis of medical records. The analysis can paint a clearer picture of the support patients may need. In turn, a patient care coordinator can successfully complete a screening for social and environmental determinants of health like lack of transportation and homelessness, for kids getting care for worsening asthma in the emergency department. The screening is essential to understanding what additional resources are needed.

"Health Net invests in innovative community and technology resources that meet people where they are," said Medi-Cal President of Health Net, Martha Santana-Chin. "This pilot program took a pioneering approach to managing patients with asthma. And while there is no single, specific solution to addressing care gaps, this program is a step in the right direction. Together with organizations like Rady Children's we can create partnerships to better support the asthma population and expand to others."

This new model of care provides key insights into patients seen at Rady Children's and will keep guiding initiatives for the asthma population for years to come. This is important because left untreated, asthma could lead to unnecessary emergency department visits and hospital stays.



The grant illustrates Health Net's continued work as a pioneer in innovative approaches to **health equity**. With decades of experience providing care for the state, Health Net continues to lead the charge to improve health equity with multi-faceted, collaborative and culturally relevant programs and interventions at the statewide and local level. To learn more about Health Net's industry-leading efforts to drive health equity, visit [BridgingtheDivideCA.com](https://www.bridgingthedivideca.com) and follow Health Net on **Facebook** and **Twitter**.

Telemedicine Visits Among Medi-Cal Patients Increase by 2,000% in First Year of Pandemic

Nearly 1 in 3 Medicaid providers used telemedicine for preventive care and more than 4 in 10 used virtual care for health screenings.

When members can't get to care, we bring care to them. At the outset of the COVID-19 pandemic, Health Net recognized the need to address digital disparities and bring critical telehealth services and infrastructure to our communities. Following Health Net's investment to establish and expand telehealth services for our Medi-Cal providers, we worked with Harder+Company Community Research to compile a **report** with key findings and recommendations on how to expand telehealth within the Medi-Cal program to enhance care for the 1 in 3 Californians who depend on it. Highlights include:

- **Telemedicine use increased from 2% of visits prior to the pandemic to 45% – a more than 20-fold increase.**
- **60% of providers said adding telehealth provided financial stability for their organization.**
- **85% of providers plan to integrate telehealth as a sustainable practice for patients.**
- **82% of providers reported patients had problems accessing technology and internet.**

Health Net Health Equity Lead Dr. Pooja Mittal presented the survey findings at the HLTH ViVE Conference on the Techquity: Harnessing Technology for Health Equity panel.

Read the **press release** for more details on the report's findings, the **full report** prepared by Harder+Co and the accompanying **fact sheet** on our **Bridging the Divide** website.



Health Net Leaders Present at State of Reform Northern California Health Policy Conference

For this year's **Northern California State of Reform Health Policy Conference** on March 23, two Health Net leaders shared lessons learned from Health Net's experience as one of the longest-serving Medi-Cal providers in the state.

Lessons Learned from CalAIM: Health Net's Medi-Cal President Martha Santana-Chin spoke on a keynote panel with other state leaders discussing the early lessons learned from CalAIM and what the different silos in California health care experience as the ambitious Medi-Cal reform rolls out.

Next Steps in Funding Health Equity: Health Net's Health Equity Lead Dr. Pooja Mittal discussed the shift in focus from recognizing the existence of health inequities to actually funding solutions to improve health equity. This addresses potential health equity funding strategies while budget negotiations at the Capitol are ongoing.

Learn more about Health Net's work in advancing health equity in our **key findings report** on our **Bridging the Divide** website.



Health Net Grant Feeds 10,000 People in the Bay Area

Transforming the health of the communities we serve means addressing all factors that impact health, including food security. Recently, Health Net donated **10,000 meals** to the **Second Harvest of Silicon Valley**, a food bank based in San Jose that also serves Santa Clara and San Mateo Counties and is dedicated to creating a hunger-free community by increasing access to nutritious meals.

Read more about **Health Net’s work to address food insecurity** and improve nutrition and health outcomes for those most at risk on our **Bridging the Divide** website.

Providers Learn To Treat Food as Medicine through Health Net and CalFIMC Webinar

On March 25, Health Net partnered with the **California Food is Medicine Coalition** (CalFIMC) to offer health care providers, health plans, policy decision-makers, community-based organizations and other partners the opportunity to learn more about the importance of treating food as medicine. Topics included working with partners to implement Medically Tailored Meals (MTM) and a free webinar. Panelists discussed the benefits of MTMs, the unique advantages of MTM services provided by community-based organizations and important opportunities for health care institutions to adopt MTMs. Panelists included:

- **Ron Karp**, chair of CalFIMC
- **Ann Thrupp**, director of CalFIMC
- **Richard Ayoub**, CEO of Project Angel Food
- **Cathryn Coutch**, CEO of Ceres Community Project
- **John Baackes**, CEO of L.A. Care Health Plan
- **Dr. Chris Esguerra**, CMO of San Mateo Health Plan
- **Nancy Wongvipat Kalev**, MPH, senior director, Systems of Care, Health Net

Read more about **Health Net’s work to address food insecurity** and improve nutrition and health outcomes for those most at risk on our **Bridging the Divide** website.



OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

California's Most Vulnerable Get Boost in Access to Care Through Human Outreach and Simplicity, Report Finds

Create human connections, meet patients where they are and keep solutions simple: Key best practices to improve access and drive health equity.

Health Net recently released **new research outlining** best practices for expanding access to care as well as reducing health disparities among some of the state's most vulnerable residents.

The report includes key findings on how to improve access to care and reduce health disparities:

- **Leverage data to identify at-risk populations and ground interventions in human connection.**
- **Solutions shouldn't be complex – simplicity is key.**
- **Meet patients where they are by identifying channels they trust.**

Access the Innovating Within Medi-Cal report on Health Net's **Bridging the Divide** site. It's informed by our most impactful investments, interventions and collaborations with partners across California communities.

The report's recommendations include the following strategies:

- Continue to invest in patient data infrastructure and coordination.
- Understand how population health trends enable delivery of more personalized care.
- Leverage patient analytics as a tool to build greater human connection.
- Reject dated assumptions about technology adoption.
- For some access issues, there's not an App for that.
- Prioritize local solutions that reduce complexity.
- Think outside the doctor's office to meet patients where they are.
- Design interventions that require minimal behavior change.

Learn more and read the full report at **Bridging the Divide**. Read other Health Net reports on addressing health equity, workforce development and leveraging telehealth **here**.

Health Net Sponsors Central Valley Health Network Thought Leadership Roundtable

On March 30, 2022, the Central Valley Health Network hosted its first quarterly policy roundtable event focused on telehealth. Health Net sponsored the event.

A Health Net panel focused on telehealth grants administered during the start of the pandemic as well as Health Net-supported California Primary Care Association workflow grants. Health Net Vice President, Strategic Provider Partnerships, Dorothy Seleski and Health Net Senior Manager, Community Grants and Public Affairs, Stephanie Landrum-Hall took part alongside representatives from Kern Medical Center and Community Medical Centers. Both providers had received grants and spoke of their benefit in helping continue critical services throughout the pandemic.

Landrum-Hall started the panel with a presentation on a report by Harder+Company Community Research, an independent, third-party research and analysis firm, about Health Net's telehealth grants. Seleski followed by facilitating a lively discussion with clinic representatives. A key take-away: 100% of audience participants said they were planning to keep using telehealth as we emerge from the pandemic.

To learn more, access **a recording** of the roundtable.



Health Net President and CEO Brian Ternan Elected to the National Hispanic Medical Association Board of Directors

Health Net President and CEO Brian Ternan was recently elected to the **National Hispanic Medical Association** (NHMA) Board of Directors. Ternan brings more than 30 years of senior health care leadership experience, including in his current role at Health Net. Health Net and the NHMA are committed to improving access to high quality, culturally and linguistically competent health care. Together, we recognize that every person deserves a safety net for their health, regardless of ethnicity, age, income or employment status.

Learn more about Health Net’s work in advancing health equity in our **key findings report** on our **Bridging the Divide** website.

Health Net’s Nancy Kalev Takes Part in Discussion Panels on Public Health Issues

Health Net Senior Director, Systems of Care, Nancy Wongvipat Kalev recently presented as a panelist at local conferences and a seminar. All dealt with critical public health issues.

Meetings and topics included:

The Power of Community – California WIC¹ Association’s 30th Annual Conference and Trade Show

May 9–12, 2022, conducted as a virtual conference

Panel topic:

CalAIM & WIC, What’s Next?

- We work to address all factors that impact health, like food security.
- Our programs and partnerships expand access to safety nets – like CalFresh. Our new models – including healthy nutrition campaigns, food pharmacy pilots and Food Rx programs – can improve nutrition and health outcomes for those most at risk.

ACEs Aware in Action: Innovations and Lessons Learned

May 15–16, 2022, held in Long Beach

Panel topic:

Partnering with Medi-Cal MCOs

- We approach adverse childhood experiences (ACEs) holistically via a multi-pronged campaign that targets providers, members and the community.
- Work includes payments for providers who screen for ACEs. More than 32,000 ACEs screenings were covered in 2020.

California Association of Health Plans (CAHP) Reimagining Behavioral Health for Our Children & Youth

May 18, 2022, held in Burbank

Panel topic:

Sustainable Approaches for Behavioral Health Care in School-based Settings

- Health Net expanded access to high-quality physical and mental health care for California children at K-12 schools through its partnership with Hazel Health, the national leader in school-based telehealth.
- Health Net’s \$3 million grant in support of Hazel Health’s expansion will help to close equity gaps and advance education through increased access to medical care and behavioral support.



¹The federal Special Supplemental Nutrition Program for Women, Infants and Children.

Health Net Shares Insights on Telehealth Use with Insure the Uninsured Project

In May, Health Net's Senior Manager of Community Grants and Public Affairs Stephanie Landrum-Hall spoke on a panel during **Insure the Uninsured Project's (ITUP) LA Health Collaborative**. Stephanie discussed the need to improve access to telehealth and virtual care for all Californians. She also shared a high-level overview of Health Net's **telehealth key findings report**, Health Net's plans to further expand telehealth beyond the pandemic, as well as how Health Net supported the state budget plan to expand broadband access in underserved communities across the state. The full panel discussion can be viewed [here](#).

Learn more about Health Net's work to expand telehealth and our key findings in our **telehealth key findings report** on our **Bridging the Divide** website.



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