



CALVIVA HEALTH

PROVIDER

PULSE

SUMMER 2022



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.

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

— Your Provider Engagement team

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PROVIDER SATISFACTION Highlights



OPERATIONAL EXCELLENCE

Local providers know the population and patients they serve best – that’s why we work 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 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.



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.

CalViva Health Medi-Cal members are our 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.



A screenshot of the Health Net website's "CalAIM Resources for Providers" page. The page features a navigation menu with links for MEMBERS, EMPLOYERS, PROVIDERS, and BROKERS. The main content area is titled "CalAIM Resources for Providers" and includes a "What is CalAIM?" section with a brief description of the program. Below this, there are several categorized resource boxes: "Training & Webinars" (with a link to "CalAIM training"), "FAQs" (with a link to "CalAIM FAQs"), "General Information" (with a link to "Guides & processes"), "Communications" (with a link to "Communication resources"), "Forms & Tools" (with a link to "Forms & Tools"), and "Data Collection" (with a link to "Data collection resources"). At the bottom, there is a "CalAIM General Information" section with a list of links to various guides and processes, including "Health Net ECM Provider Guide – English (PDF)", "CalViva Health ECM Provider Guide – English (PDF)", "Claims/Invoice Submission Process", and "Payor ID/Clearing House/EDI".

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.

Use this Zoom link to drop into sessions.

<https://centene.zoom.us/j/96645591696?pwd=NkVCKzJyaGhiQnlLbG9zeWhwcm1MdzO9>

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 the Plan. The Plan provided five tables in Fresno County 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 CalViva Health Medi-Cal Members Thanks to Population Health Management Program

As part of the Plan's wraparound approach to whole-person care, the Plan 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 the PHM program is to promote timely access, health equity and improved health outcomes at both the individual and population health level.

The Plan 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 the Plan is implementing the program to deliver **better care to our members**.

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.

Students Less Likely to Go Hungry with Food Pantry Thanks to CalViva Health's Support

Students at West Hills College Lemoore can focus better on studies thanks to the Golden Eagle Pantry.

The on-campus food pantry recently opened thanks to support from CalViva Health, Kings Community Action Organization and West Hills College Lemoore. CalViva Health had the honor of being a partner in a ribbon-cutting ceremony in March and provides ongoing support.

Students show their ID card at the door and can select 10 items three times per week.



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. LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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