



At Wellcare by Health Net (Health Net*), we focus on whole person health care solutions. Each community is unique, so we partner with local groups and public agencies to build those solutions. We invest millions of dollars in programs that address social drivers of whole health and improve outcomes for all Californians.

PROVIDER LIBRARY REVAMP

User-Friendly Enhancements to Our Provider Library and Operations Manuals Have Arrived

We heard you and have acted. On July 1, we rolled out new functions that allow you to more easily search and print from the [Provider Library](#) and provider operations manuals.

The search function has been enhanced to offer quicker results, with options to search within a specific line of business or across all lines of business. You may also search Updates and Letters by topic or material ID. Printing Provider Library content is now easier, and you can print in a user-friendly format. Create a PDF or print a paper copy as needed.

Access the [flyer announcement](#) to learn more about these enhancements, including detailed instructions on how to use these new functions.

ACCESS

The California Department of Health Care Services Opens New Behavioral Health Care Center in Los Angeles and Breaks Ground on Another in Modesto

Behavioral Health Patients Receive All-in-One Services at L.A. Restorative Care Village

The Los Angeles General Medical Center [Restorative Care Village](#) is a \$68.5 million investment to provide a modern setting for Los Angeles County residents where they can heal. In 2021, Health Net made a \$100,000 grant to support an outdoor green space and art installations at the village to improve psychological health and wellness of clients and residents.

The Restorative Care Village provides access to a **complete spectrum of clinical care and supportive services** on one campus. This includes:

- Recuperative and respite housing
- Mental health care
- Substance use disorder treatment
- Other transitional and support services

These services allow patients to **heal and safely enter back into their communities**.

The project includes:

Recuperative Care Center (RCC) – One building with 96 beds. It will provide clinically enriched interim housing with:

- On-site nursing
- Health oversight
- Case management

RCC will also connect people discharged from county health facilities, or those with a shaky housing outlook, to more stable options.

Residential Treatment Programs (RTP) – Four buildings with 64 beds. Two of the four RTP buildings opened in October 2023.

As of now, about two dozen community-based organizations (CBOs) can connect with people in the village. Thirteen CBOs have physical spaces to connect people with services.

Children and Youth Have Access to New Mental Health Center in Central Valley

The California Department of Health Care Services (DHCS) joined the [Center for Human Services](#) on June 10 for the start of a **new outpatient behavioral health center in Modesto, California**. The center will serve children, youth, and their families in the Central Valley.

DHCS granted the Center for Human Services **more than \$5 million** to build a safe space to address gaps in mental health and substance abuse treatment. This will allow the Center for Human Services to serve more than **1,425 new community members** with much needed resources each year.

The Center for Human Services has provided mental health services in Stanislaus County since 1989. It's one of the largest behavioral health service providers in the county. It provides both school and community-based services and has Medi-Cal provider agreements with Stanislaus County Behavioral Health and the Medi-Cal managed care plans in the county – Health Net, Health Plan of San Joaquin and Kaiser Permanente.

These are the first of many California-based community treatment sites that are now under construction in [49 counties](#). Even more sites are planned to be funded and built in 2025 and 2026 thanks to recently approved Proposition 1 bonds.

MEDICARE QUALITY OF CARE

Health Outcomes Survey Resources to Help You, Your Patients And CMS Star Ratings

Every year, a random sample of Medicare members are surveyed about their experience with their doctors, services and health plan. It is an important component of ensuring that members are satisfied, not only with their health outcomes but also with their health care experience.

The Centers for Medicare & Medicaid Services (CMS) Health Outcomes Survey (HOS) allows patients to evaluate the aspects of care delivery that matter the most to them. Providers have a direct impact on HOS because members' perceptions of their health outcomes are primarily driven by how well the providers communicate with members. **These survey results impact CMS Star Ratings.**

Use the [Medicare Health Outcomes Survey Tip Guide](#) for tips and recommendations to help guide discussions with your patients about their health.

FOOD INSECURITY

Millions of California Kids Can Receive Meals This Summer Thanks to New Food Program

This summer, millions of California families with school aged children can buy more food with **California SUN Bucks** (aka Summer-EBT). SUN Bucks works just like the CalFresh program – providing \$40 per month for food during June, July and August 2024 (\$120 total).

Who qualifies?

- Children who:
- Get free or reduced-price school meals through a school meal application. Or through an Alternative Income Form.
- Have CalFresh, CalWORKs or Medi-Cal.



Now, nearly five million California children will be able to get more nutritious food during school break. [Find out more](#) about the program and how people can apply.

No Kid Hungry California also produced a [toolkit](#) for use in California communities with information about the program.

CHILDREN'S HEALTH

California Child Health Care Services Simplified in July

Training for Children's Presumptive Eligibility (CPE) and Newborn Gateway Portals

On July 1, the California Department of Health Care Services (DHCS) launched the Children's Presumptive Eligibility (CPE) and newborn gateway provider portals to improve access to coverage and care for new families.

CPE portal. Providers may grant temporary, full-scope coverage to qualified applicants through this portal. The portal replaces the Child Health and Disability Prevention (CHDP) gateway portal.

Newborn gateway portal. All qualified CPE providers are required to use this portal to report infants born to Medi-Cal or Medi-Cal Access Program members in their facilities. This includes:

- Hospitals
- Birth centers
- Other settings

Those facilities report births within 72 hours or 24 hours after discharge, whichever is sooner.

Training is required to use these portals. Providers can sign up through the [Medi-Cal Learning Portal](#). There they will find recorded trainings that appear via the date/time they are available.

Latino Medical Students Spotlighted at Regional Conference

Health Net proudly sponsored the 2024 Latino Medical Student Association (LMSA)-West Region Conference in Los Angeles.

The LMSA-West Region represents: Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, Washington and Wyoming.

Conference attendees included: high school students, pre-med students, medical students, healthcare professionals.

The conference involved:

- More than 30 workshops
- 50 poster presentations on topics that covered:
 - Medical Education & Training
 - Community Health & Outreach
 - Healthcare Disparities
 - Equity and Medical Research and Innovation
- More than 50 exhibitors that included:
 - Medical schools
 - Residency programs
 - Community-based organizations
- A gala to celebrate newly graduated medical students



Photo credit: Latino Medical Student Association. The Latino Medical Student Association is a 501(c)(3) non-profit organization whose mission is to support current and future Hispanic and Latina/o/x students in caring and advocating for their community.

Santana-Chin Honored for Outstanding Leadership in Healthcare

Martha Santana-Chin, plan chief product president at Health Net, was [honored](#) on June 12 for her continued commitment to help improve the lives of California's most at-risk residents.

The [Partners in Care Foundation](#) (Partners) presented Martha with their Vision and Excellence in Healthcare Leadership Award.

As the eldest of nine, and a daughter of Mexican immigrants, Martha knows the struggles that low-income communities face. Her personal journey has fueled a passion to advance equity and mentor others in their lives and careers.

"One of the leadership qualities and perspectives that Martha brings to us at Health Net is a recognition that our members' health is not just about what happens in the doctor's office," said Brian Ternan, president and CEO of Health Net. "That's a critical part. But it's also about what happens when you leave there, what happens at home."

Gustavo Valdespino, president and CEO of Valley Presbyterian hospital, also received the award – making 2024 the first year Partners gave awards to two Latino leaders.

Partners began nearly two decades ago with the mission to address the social drivers of health by combining social care with health care. Today, they team up with many outlets to deliver services in Los Angeles County and the San Fernando Valley which include:

- Physician networks
- Health plans
- Community-based organizations
- Government agencies

These services protect and support adults with complex health and social needs.

Learn more about Martha in this [Partners interview](#).

[Read more](#)

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