



CALVIVA HEALTH

P R O V I D E R

PULSE

FALL 2022



“Thank You!”

“Thank you” – two words heard or used often, perhaps as just a rote response. But when we say it, we want to make sure you hear a sincere message of gratitude:

Thank you for all you do for CalViva Health Medi-Cal members!

Your work during the pandemic elicits even deeper appreciation. When COVID-19 started, you were on the front lines in your role of provider or health care staff member. We honor your undaunted service as you fought an invisible enemy with many unknowns.

We continue to appreciate all you do. We are grateful for your efforts to improve quality, expand access to care and positively impact the community, one person at a time. For this — and all your day-to-day work providing the best quality care — we say **thank you!**

– 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.

Providers Get Help Paying Student Loans With CalHealthCares! Congratulations to Cohort 4, Cycle 4 provider recipients!

The Department of Health Care Services (DHCS) announced its commitment to pay \$64.9 million toward student loans for 222 physicians and 35 dentists under CalHealthCares to expand access to care for Medi-Cal patients under a fourth cohort of awardees. Of the 257 awardees:

- **62 percent are persons of color.**
- **79 percent speak a language other than English.**
- **The physicians represent 67 specialties and serve 33 counties.**
- **The dentists represent four specialties and serve 19 counties.**

The awardees have agreed to maintain a caseload of at least 30% Medi-Cal patients. More than 57% of awardees committed to maintain a caseload of 65% or higher.

CalHealthCares is a five-year program (five cohorts), funded with \$340 million. A fifth cohort is scheduled for 2023. For more information, visit the **CalHealthCares webpage**.

Health care workforce application cycles are hosted by the Health Care Access and Information (HCAI) Agency for various types of providers, not just doctors and dentists. For more information, visit the **HCAI website**.



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.

Let potential members know **we get them covered with Medi-Cal**. Even more help is available for low- or no-cost health care that covers:

- Accessibility resources
- Doctor visits
- Hospital care
- Lab tests

- Mental health
- Pregnancy/newborn care
- Telehealth
- Transportation
- Vision and more

The Plan offers Medi-Cal benefits to Californians ages 50+ 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**.

Note: 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**.

Medi-Cal Patients' Coverage Can Stay Active With a Helpful Reminder

Encourage patients to update their information with their county.

Once the COVID-19 public health emergency ends, counties will confirm continuing 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.

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.

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.org**.

Visit the New Provider Resources Webpage to Learn More About Monkeypox

Due to the rapidly changing monkeypox (MPX) situation, we want to ensure you have the most current information to treat your patients.

Access the Monkeypox (MPX) Resources for Providers page for the information you need in two steps:

1. Go to **provider.healthnet.com**.
2. Select *MPX Information and Guidance* (under Monkeypox (MPX) Resources for Providers).

The page contains FAQs, resources from public health organizations for you and your patients, and easy access to communications that have been distributed to providers about MPX. Check the page often, as it will be updated with more information and guidance as it becomes available.



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.

Kids Get 2,000 Backpacks at Back-to-School Night, Thanks to CalViva Health

CalViva Health partnered with the Fresno Grizzlies to sponsor a special “Back2School Night” on August 6, 2022, at Chukchansi Park. During the Grizzlies’ baseball game against the San Jose Giants, kids received more than 2,000 backpacks filled with school supplies to promote school readiness. The night also focused on promoting well-child visits, so kids could get a head start on staying healthy this school year.

“Events like this can’t happen without the help of local businesses, nonprofits and of course our faithful baseball fans,” said Chief Executive Officer of CalViva Health, Jeffrey Nkansah.

“All of us at the Fresno Grizzlies are extremely proud to have the opportunity to host Back2School Night,” said Derek Franks, president of the Fresno Grizzlies. “Everything we do as an organization has our community in mind and we are beyond grateful to our generous corporate partners for helping make this event a reality.”

Thanks to the generosity of the Grizzlies, CalViva Health was able to distribute 2,000 vouchers to local nonprofits, ensuring that kids in most need of backpacks and school supplies were present at the game.



Local Teachers Fill Bags Full of Free Books for Classroom Library

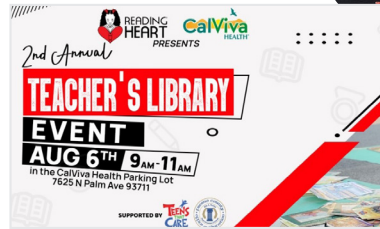
On August 6, 2022, Reading Heart provided over 24,000 books to teachers for free at a Teacher's Library event held at CalViva Health's facility in Fresno.

Each teacher received two empty shopping bags to fill with as many free books as they could for their classroom.

The goal of the event was to help teachers in the Central Valley create a grade-appropriate library for their classroom. Classrooms benefit from having a library. It provides access to great books, promotes literacy and helps develop motivated, engaged readers into critical thinkers.

Reading Heart is a nonprofit book donation program dedicated to serving children in hospitals and children in areas with limited access to books.

For more information, visit www.readingheart.org.



In-Home COVID-19 Vaccinations With Help From the Plan and MedArrive

The Plan is partnering with MedArrive, a virtual care and in-home medical provider, to offer CalViva Health Medi-Cal members at-home COVID-19 vaccinations. This helps us remove vaccine barriers and meets members where they are. The partnership is part of a larger initiative to use data and in-person care to address the needs of patients in underserved communities.



Visit the **COVID-19 Resource Center** for important information about COVID-19 and any upcoming vaccine clinics.

MARKET SPOTLIGHT

OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

CalAIM Community Supports – Initial Lessons Learned and Recommendations

The Plan recently released a report that outlines early learnings in the **California Advancing & Innovating Medi-Cal (CalAIM)** initiative that the DHCS launched in January 2022. The report focuses specifically on Community Supports services – and highlights these emerging success factors:

- Extensive collaboration with Plan partners and providers is paramount.
- Operational support and funding for local providers is foundational.
- Timely, complete data sharing is essential.

View the **full news release**. Learn more and read the full issue brief at **Bridging the Divide**. Read other reports from the Plan on addressing **health equity, workforce development** and **innovating within Medi-Cal** here.



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.

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