



HEALTH NET

**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 Health Net says it, we want to make sure you hear a sincere message of gratitude:

### Thank you for all you do for our health plan 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 Health Net\* 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 Health Net works 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

Health Net offers Medi-Cal benefits to Californians ages 50+ 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.

**Note:** 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**.

## 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.

### 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**.

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

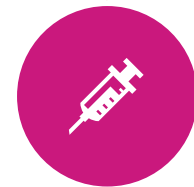
## Visit Our New Provider Resources Webpage to Learn More About Monkeypox

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.*

## Access to Care Expanded to Local Communities Through RV Program

As we slowly emerge from the pandemic, the Health Net recreational vehicle (RV) program will shift from a focus on vaccinations to a focus on community needs and work with local employers.

In 2020, our vaccination programs primarily offered Californians the flu shot. In 2021, we added COVID-19 vaccinations. In 2022, our overall focus continues to be reaching underserved communities throughout the state. We've also added new technology – Member Connect Stations to expand access to care (see the article in this issue, “MOVES Program Meets Members Where They Are With Mobile Care”).

RVs travel across California to bring health screenings and vaccinations to counties that need them most. Local, culturally relevant, community events:



**Where:** Counties of Los Angeles, Sacramento, Kern, San Bernardino, Riverside, Tulare, San Joaquin and more.

**Events:** Celebrations of Juneteenth, Mexican Independence Day, back-to-school events, health fairs, Christmas tree lightings and more.

**Partners:** You – our local providers! – as well as community-based organizations.

Also, this fall we look forward to launching an initiative during open enrollment to support local employers who offer Health Net coverage to their employees. These events support employers and give them a chance to provide flu clinics or health screenings to all their employees – not just Health Net members.

## In-Home COVID-19 Vaccinations Thanks to Health Net and MedArrive

Health Net is partnering with MedArrive, a virtual care and in-home medical provider, to offer Medi-Cal enrollees 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.

In-home vaccinations are part of Health Net's larger effort to get Californians vaccinated against COVID-19. This is in addition to Health Net's vaccine clinics that are set up throughout key markets.

Visit Health Net's **COVID-19 Resource Center** for important information about COVID-19 and any upcoming vaccine clinics.



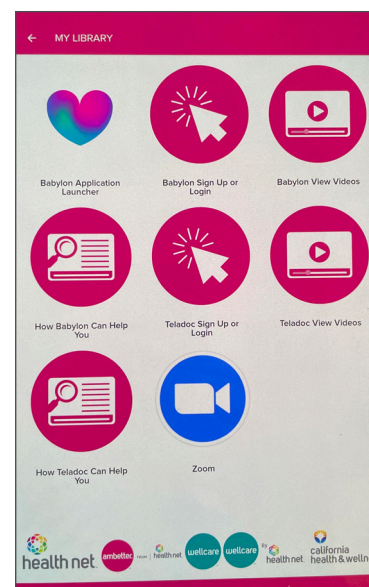
## MOVES Program Meets Members Where They Are With Mobile Care

We've introduced new Member Connect Stations as part of our Mobile Outreach for Value, Equity and Supports (MOVES) program. MOVES brings resources directly into the hands of underserved communities. Members can access clinical care resources, community-based resources, education on health conditions and telemedicine technology.

Health Net RVs feature kiosks to expand access to care at:

- **Community-based organizations**
- **Emergency rooms**
- **Street medicine providers**
- **Evacuation centers**
- **Homelessness support centers**

Learn more about the innovative ways Health Net drives health equity in our **Innovating Within Medi-Cal** and **Health Equity Key Findings** reports on our **Bridging the Divide website**. To learn more about the Member Connect Stations, reach out to Health Net's **Greg Rowe**.



## OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

### CalAIM Community Supports – Initial Lessons Learned and Recommendations

Health Net 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 Health Net reports on addressing **health equity, workforce development** and **innovating within Medi-Cal** [here](#).



### Bridging the Divide Webinar Series: CalAIM Community Supports – Collaborating to Transform the Safety Net and Drive Health Equity

In July, Health Net brought together leaders from across California for a conversation around California Advancing and Innovating Medi-Cal (CalAIM)'s Phase I implementation – including lessons learned, recommendations and insights for the state's health care community. Health Net Chief Health Equity Officer Dr. Pooja Mittal moderated a conversation with Health Net partners – Partners in Care, Step Up on Second-Inland Empire and Central California Asthma Collaborative – with opening remarks from **San Diego County Supervisor Chair Nathan Fletcher**. The conversation focused on the launch of Community Supports – a core component of CalAIM designed to address social determinants of health.

Read more about Health Net's key findings and recommendations in the **CalAIM report** on our **Bridging the Divide website**.

## Health Net Programs Recognized for Addressing Social Determinants of Health to Improve Health Equity

*The Institute for Medicaid Innovation showcased four Health Net innovations that met members' needs – especially during the pandemic.*

The Institute for Medicaid Innovation (IMI) recently recognized Health Net's work to address social determinants of health – especially those worsened during the pandemic – and to improve health equity. IMI featured these four Health Net initiatives in a well-attended webinar:

- COVID-19 telehealth capacity support grants
- MLK Community Healthcare street medicine initiative
- Family Hui initiative
- Los Angeles Food Bank Pilot program

Health Net Chief Health Equity Officer Dr. Pooja Mittal noted, “The pandemic meant we needed to rapidly pivot how we do our work to ... help members stay connected to care and services, whether through telehealth or community outreach. We will continue these efforts for years to come.”

**Read our news release.**





## Health Net Promotes Telehealth Legislation at Local Conference

Recently, Health Net's Senior Manager, Community Grants & Public Affairs, Stephanie Landrum-Hall, spoke at the Community Clinic Association of Los Angeles County's Policy Café breakfast series. The theme was Virtually There: Closing the Gaps for Telehealth Access in Medi-Cal.

Stephanie talked about Health Net's grant programs and support of telehealth legislation. "When the pandemic hit, we saw the need to address digital disparities," said Stephanie. "We brought critical telehealth services to California's most vulnerable communities. We helped Medi-Cal providers through:

- **Grants.**
- **Technical assistance.**
- **New technology.**
- **Legislative support.**

This was critical to help lessen disruptions to patient access. Also, to protect health care workers and patients."

The Policy Café brings together clinics, policymakers, community leaders, researchers and other stakeholders for quarterly discussions on issues that impact Los Angeles County's health care landscape.

**Watch the full Policy Café** and find out more with these materials:

- **The full report.** This includes the recommendations to ensure telemedicine is accessible to all.
- The **Telehealth Capacity Fact Sheet.** Send it to your networks.

## Health Net and the Children's Partnership Host a Webinar on the Role of Community Health Workers

In June, Health Net joined the **Children's Partnership** for a discussion on how community health workers and promotores can advance child health equity through the new community health worker benefit in Medi-Cal that went live on July 1, 2022. Health Net's Senior Director of Systems of Care, Nancy Wongvipat Kalev, shared how community health workers support and protect the health and wellbeing of millions of California's children and their families – especially as the state continues to implement CalAIM.



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