



PROVIDER PULSE

SUMMER 2023



At 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.

REDETERMINATION

Help Medi-Cal Members Avoid Losing Their Coverage

Medi-Cal members must verify they are eligible each year to continue their coverage

Medi-Cal redetermination is underway

Members will need to:

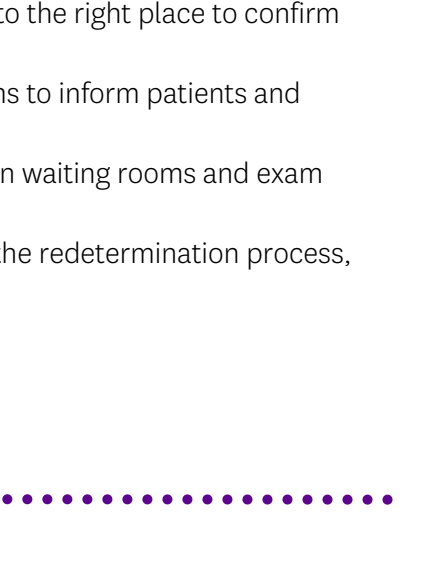
- **Look for a renewal letter** in a yellow envelope from the County Social Services Office with instructions to confirm they still qualify for Medi-Cal.
- **Report a change of address** to their County Social Services Office if they have moved within the last year.

Medi-Cal members can find out about the renewal process and how to update their contact information to receive important updates at [KeepMediCalCoverage.org](https://www.healthnet.org/keepmedicalcoverage).

Members who may no longer be eligible for Medi-Cal

Someone who no longer qualifies for Medi-Cal may still get financial assistance and a 60-day special enrollment period with Covered CA™. Members can learn more about Health Net Marketplace and Medicare options with a:

- Call to Health Net Enrollment Services toll-free at 800-327-0502 (TTY: 711) Monday-Friday, 7:30 a.m. to 6 p.m.
- Visit to www.healthnet.com



Tools to help you communicate with your patients

Advising your Medi-Cal patients about the redetermination process is easy with resources described in the [Review to Renew Toolkits](#).

To keep themselves and their families covered, remind them of what actions to take with the resources below:

- **Email template** – Send emails directly to patients using sample messaging.
- **Web language** – Update your website to help direct current Medi-Cal patients to the right place to confirm their eligibility.
- **Social media graphics and suggested copy** – Post to your social media platforms to inform patients and provide guidance on how to take action to avoid coverage disruption.
- **Digital flyers** – Two flyers are available for you to print and share with patients in waiting rooms and exam rooms.
- **FAQs** – Provide quick answers to common questions from your patients about the redetermination process, updating contact information and more.

Questions?

If you have any questions, contact Health Net at 800-675-6110 today!

EXPANSION

Medi-Cal Expansion Includes Benefits for Those 50+ Regardless of Status

Health Net offers [Medi-Cal benefits](#) to Californians ages 50+ no matter their immigration status. In 2024, all immigrants — regardless of documentation — will also have eligibility for Medi-Cal, subject to income and other requirements. This change adds eligibility for people who are undocumented and between 26 and 49 years old. Medi-Cal enrollment occurs year-round.

To enroll, someone can contact Health Net Enrollment Services toll-free at 800-327-0502 (TTY: 711) Monday-Friday, 7:30 a.m. to 6 p.m.

An application for Medi-Cal does not disrupt or change immigration status or citizenship status. Plus, Health Net does not ask for or report immigration status.

Learn more about expansion via [assembly bill \(AB\) 133](#) (signed into law in 2021).

COMMUNITY INVESTMENTS

Health Net to Help Bolster Los Angeles County's Response for the Unhoused

Collaboration with the county's Homeless Initiative and investment increase access to permanent housing to benefit people who need higher levels of care

Earlier this year, the Los Angeles County Board of Supervisors declared a [state of emergency](#) to expedite resources to support the unhoused. On May 3, Health Net and L.A. Care Health Plan announced a combined investment of \$114 million over multiple years to address the homelessness crisis in Los Angeles County.

The investment will fund two initial strategies:

- Secure leases on as many as 1,900 housing units and pay for vacancy coverage, damage repair, trash services, greenspace, maintenance and/or pest control.
- Identify the needs of unhoused people through field assessments to determine who requires assistance with Activities of Daily Living (ADLs) to move into permanent housing, which is especially important due to the growing number of [seniors experiencing homelessness](#) and people with disabilities.

[See the full release.](#)

ACCESS

Help Stop Opioid Overdoses and Save Lives

New over-the-counter drug Narcan can reverse the effects of opioid misuse

Opioid overdose is a major problem in the United States. The misuse of opioids went from bad to worse during the COVID-19 pandemic. And, it has worsened ever since.

Opioids are prescribed drugs used to control pain. These include prescription drugs such as:

- Norco
- Vicodin
- Morphine
- Fentanyl

Outlawed drugs like heroin also contain opioids. If someone takes too much of these drugs (opioid overdose), it can lead to:

- Slow, shallow breathing
- Unconsciousness
- Death

There is good news!

The drug naloxone can reverse the effects of opioid overdose and save lives. It blocks the effects of opioids in the brain and **allows normal breathing to return**.

On March 29, 2023, the U.S. Food and Drug Administration approved Narcan, a non-prescription 4 mg nasal spray for over-the-counter (OTC) use. It's the first naloxone product approved for use without a prescription.¹

Soon, Narcan will become available to purchase without a prescription at many places throughout California. Narcan comes as an OTC nasal spray or as a shot (by prescription). Plus, anyone with the proper training can administer it. This includes family members, friends and emergency workers.

If you or someone you know is at risk of opioid overdose, it is important to have naloxone on hand for quick access and use.

¹www.fda.gov/news-events/press-announcements/fda-approves-first-over-the-counter-naloxone-nasal-spray.

CalAIM

Health Net and Project Angel Food Share CalAIM Insights at 2023 Social Care Summit

Health Net works to help vulnerable members access Medi-Cal benefits. Through CalAIM social services care partnerships, we work with Community Supports providers to connect members with whole-health care they need.

Project Angel Food, one of Health Net's Community Supports providers, recently presented with Health Net at the Social Care Summit and shared about our partnership.

Melen Vue, a Program Manager III at Health Net:

- Discussed the Enhanced Care Management (ECM) benefit as a whole-person approach to care coordination. It addresses the clinical and non-clinical needs of Medi-Cal members, as well as the seven areas of focus:
 - Homelessness
 - Adult high utilizer
 - Adult serious mental illness/substance use disorder
 - Transitions from incarceration
 - At-risk for institutionalization and eligible for long-term care services
 - Nursing facility residents who want to transition to the community
 - Children and youth
- Highlighted Community Supports as an alternative service to covered benefits. They're integrated with care management at high levels of risk and address social drivers of health in a cost-effective way.
- Shared how our partnership and implementation of findhelp supports CalAIM's closed-loop referral requirement.

"The Care Summit is an annual event hosted by findhelp," explained Vue. "It was important that Health Net participate in the summit. We need to share our innovative work and how we're leveraging findhelp to implement CalAIM alongside one of our Community Supports meal providers, Project Angel Food. This is all to promote and improve health equity in the communities we serve."

NEW PARTNERSHIPS

Diverse Communities to Gain Digital Provider Access with Harmony Health

Health Net partners with Harmony Health to help connect providers with members. Harmony Health has an outreach tool that facilitates digital connection and trust-building between local community-based organizations (CBOs) and vulnerable, hard-to-reach and diverse communities.

Their micro-engagement platform has a digital tool to perform outreach in language and in context, through SMS/text messages. Harmony Health's programs allow them to work with CBOs, community clinics and other on-the-ground organizations across California to meet desired outcomes for their communities. Nearly one million people currently use the platform in California through CBOs and public and private health care entities.

Harmony Health will make its platform available to support CalAIM activities for ECM and Community Supports providers. This can help increase assessments and closed-loop referrals.

For more information and onboarding support, you can contact:

Abby George, CSO, Harmony Health
ageorge@harmonyhealth.com
(508) 330-5646

AWARDS AND RECOGNITION

Peer Recognition: Find Out Who Won!

We promote better health outcomes by recognizing quality providers. Find out below who received awards for 2021 dates of service. *You can be the next winner!*

Summit Awards for Quality Care

Health Net recently hosted the Summit Awards to recognize providers for outstanding service, high quality of care and growth. We identify winners using quality-based criteria and recognize them through:

- A regional newsletter.
- A crystal award.
- A dinner event.

Awardees for 2021 dates of service

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| <ul style="list-style-type: none">• Affiliated Doctors of Orange County• Antonio Zamora, MD• Armaghan Azad, MD, MPH• Bakersfield Family Medical Center• Bavani Nadeswaran, MD• Clinica Sierra Vista, Lamont• Daisy Robinson, MD• Danilo Yumul, MD• David Chen, MD• Desert Oasis Healthcare• Ethelwoldo Guerrero, MD• Eule Biyo, MD• Francisco Rincon, MD• Frank Alvarez, MD | <ul style="list-style-type: none">• Hill Physicians Care Solutions• Hyang Sohn, MD• Jagmohan Bhinder, MD• Jatin Bhatt, MD• Lan Nguyen, MD• MemorialCare Medical Group-Fountain Valley• Narciso Azurin, MD• North East Medical Services - San Francisco• OMNI Family Health, Delano• Optum- Downtown L.A.• Optum-Harbor• Optum-Magan Medical Clinic• Paramjit Takhar, MD | <ul style="list-style-type: none">• Presbyterian Intercommunity Hospital Health Physicians - Affiliated Providers• Primecare Medical Group of Temecula, Inc.• Providence Facey Medical Foundation-Mission Hills• Salvador Hernandez, MD• Stanislaus County Health Services Agency• Stephanie Walton, MD, FAAP• San Ysidro Health Center- Chula Vista Pediatrics• Tipton Medical Clinic• Torrance Health IPA |
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