



# Provider Pulse

SPRING 2026

*At CalViva Health and Health Net\*, we focus on whole person healthcare 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.*

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## BEHAVIORAL HEALTH

# Providers Can Find What They Need Faster with New Digital Behavioral Health Operations Manual

A new digital, hands-on Behavioral Health Provider Operations Manual is now available to providers with new upgrades that feature:

- Real-time updates.
- Faster ways to search for information.
- Improved search tools.
- Fluid printing options.

This upgrade gives behavioral health providers a fast and streamlined tool that can be used across lines of business, and it supports Health Net’s 2027 goal of being in the top tier of provider satisfaction.

Providers can:

- Access the manual at [providerlibrary.healthnetcalifornia.com](https://providerlibrary.healthnetcalifornia.com).
- Select their line of business.
- Easily find or print what they need.



## GRANTS

# Investing in Students Today to Improve Care Tomorrow

Health Net will invest \$817,141 to support workforce training through the CSU Stanislaus School of Nursing.

Funding will support construction and equipment for a high-fidelity simulation lab, which the school will use to:

- Train 315+ students annually across nursing, behavioral health and Community Health Worker pathways.
- Provide competency-based simulation before clinical placements.
- Host K–12 health career pathway field trips.
- Strengthen the pipeline of bachelor-prepared nurses and behavioral health professionals in the Central Valley.

# From Referrals to Results: Stronger Care Coordination in Calaveras County

Health Net will partner with Calaveras County Health and Human Services Agency through a \$72,800 grant. The grant supports the county’s use of Unite Us, a referral platform.

The initiative is expected to:

- Improve care coordination and access to social supports.
- Reduce emergency department visits.
- Strengthen quality and Healthcare Effectiveness Data and Information Set (HEDIS®) performance.
- Yield data on community social needs.



## COMMUNITY

# Strong Partnership That Supports Healthy Communities

The [Greater Los Angeles African American Chamber of Commerce](#) inducted Pamela Alexander to its board of directors. She serves as Senior Director of Contact Center Operations at Health Net. Her appointment reflects Health Net's commitment to strong community partnerships. These relationships help support local health and economic growth.



Pamela Alexander, Senior Director of Contact Center Operations

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## POLICY AND GUIDANCE UPDATES

# New California Department of Health Care Services Webpages: Federal Policy Impacts on Medi-Cal

The California Department of Health Care Services launched new webpages to track [federal actions that affect Medi-Cal](#). The site covers who can enroll, benefits and financing topics, and helps partners stay informed as federal policies shift.

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## CalAIM CORNER

# Doula Services are Available at No Cost to Members

A doula is a trained support person who helps pregnant people before, during and after childbirth. Doula support also applies to pregnancies that end in stillbirth, miscarriage or abortion.

**Note:** Doulas are part of the care team but do not have medical training and do not provide clinical advice.

Medi-Cal members who are pregnant, or who were pregnant within the past year, are covered for doula services at no cost. Doulas provide whole-person support during pregnancy and the postpartum period. They can help members:

- Create and write a birth plan.
- Learn about pregnancy and postpartum care.
- Navigate the healthcare system.
- Connect with community resources.
- Receive support during labor, birth and postpartum.
- Adjust to breastfeeding and receive lactation support.



**Covered services include:**

- One initial 90-minute visit to get to know each other.
- Up to eight additional visits, which may occur before or after birth.
- Continuous support during labor and birth.
- Up to two postpartum visits to discuss topics such as breastfeeding, mental health, sleep patterns or other concerns.
- Visits may last up to three hours.

**Providers can help members connect to doula services by:**

- Providing a list of local doulas.
- Using the Find a Provider tool at <https://calvivahealth.org/provider/>.
- Assisting members with calling Member Services using the phone number on the back of their Plan ID card.

## Non-Specialty Mental Health Services

Health Net and CalViva Health provides timely access to behavioral healthcare, offering Non-Specialty Mental Health Services (NSMHS) for mild to moderate needs and referrals to Specialty Mental Health Services (SMHS) for more complex cases. NSMHS covers outpatient therapy, psychiatric evaluation, and medication management for conditions like mild depression and anxiety. More intensive needs like serious mental illness and/or substance use disorder are referred to SMHS through county programs.

<b>Service Type</b>	<b>NSMHS (Health Plan)</b>	<b>SMHS (County Behavioral Health)</b>
Level of acuity	Lower-acuity, outpatient	Higher-acuity, intensive/crisis
Common services	Outpatient therapy, psychiatric evaluation, medication management	Crisis intervention, stabilization, intensive care, inpatient/residential treatment
Conditions treated	Mild depression, anxiety, stress	Severe or complex mental health needs

Physicians, practitioners and other providers play a key role in identifying and referring members to the right care and ensuring that each individual receives support based on their specific needs. By coordinating care and communicating effectively between systems, physicians, practitioners and other providers help maintain a seamless experience for members.

To refer members for behavioral health services, especially when assistance is needed for mental health or substance use disorders, contact 888-426-0030. This process ensures that members are connected with the appropriate resources and support.

## CalAIM Provider Resources

As a reminder, providers can access CalAIM resources – trainings and webinars, workflows, authorization guides and forms, provider interest forms and applications, and more – at [CalAIM Resources for Providers](#).

Visit the site regularly for updated resources that help you navigate the program and work with your patients.

CalViva Health is a licensed health plan in California operated by the Fresno-Kings-Madera Regional Health Authority that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to arrange healthcare services for CalViva Health enrollees. \*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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