



# PROVIDER PULSE



FALL 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.

## INNOVATION

### Telehealth Update: Health Net Transitions to Teladoc Platform

Health Net has transitioned its telehealth services to the Teladoc Health platform. **As of August 10, 2023**, Health Net members can receive phone or video Teladoc telehealth services for their general, urgent and behavioral health needs.

Members can call the Member Services number listed on their ID cards for help to find an in-network provider.

Teladoc is available for virtual general medical/urgent care 24 hours a day, seven days a week, 365 days a year. Members have the choice of on-demand or scheduled visits with a provider via phone or video.

Members who would like to sign up for Teladoc can call 800-TELADOC (800-835-2362). They can also visit [www.teladoc.com](http://www.teladoc.com) or download the Teladoc app to sign up.

Behavioral health appointments are available seven days a week between 7 a.m. – 9 p.m. Pacific time.



## MEDI-CAL EXPANSION

### Access to Medi-Cal Coverage will Expand in 2024

On January 1, 2024, California will allow adults ages 26 through 49 to enroll in full-scope Medi-Cal, no matter their immigration status. All other Medi-Cal eligibility rules, including income limits, will still apply.

This new age guideline follows expansion for young adults 19 through 25 and adults 50 years of age and older.

An application for Medi-Cal will not affect immigration status, nor chances of permanent residency or citizenship. Health Net does not collect or report immigration status information.

Visit [keepyourbenefits.org](http://keepyourbenefits.org) or the [Department of Health Care Services website](http://Department of Health Care Services website) for more information.

## CALAIM

### Health Net Offers CalAIM Trainings

Health Net’s System of Care (SoC) Team is pleased to offer a broad scope of trainings for our CalAIM providers and partners.

Our upcoming classes include: [Children and Youth Trainings](#), [Justice Involved Trainings](#), [Adverse Childhood Experiences \(ACEs\) Trainings](#), and our [Connecting the Dots](#) series that focuses on CalAIM Community Supports.

Interested? Just click on the links above to read more about the classes and sign up for one or more.

## REDETERMINATION

### New Resources Available to Keep Millions of Medi-Cal Members Covered

#### Medi-Cal members need to review their information and renew their coverage

You now have the opportunity to share helpful redetermination-related resources from Health Net with Medi-Cal members and their families. Check out the toolkits which include flyers, draft social media content, frequently asked questions (FAQs) and more on the [Bridging the Divide website](#).

The redetermination-related materials are also available in Spanish, Chinese, Arabic and other languages. Medi-Cal members and their families can be alerted about coverage updates through:

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

### California Department of Health Care Services Releases Online Medi-Cal Enrollment Dashboard

An interactive [Medi-Cal Continuous Coverage Unwinding Dashboard](#) is now live! The dashboard is brimming with redetermination insights into enrollments, applications and more. Examples include:

- **June 2023 stats:** 15.6 million enrolled, 143,069 new applications, 53,836 new enrollments. 1,051,400 members due for redetermination, 81% complied.
- **Expected June disenrollment rate:** 17%, lower than pre-COVID-19. Disenrolled members can reinstate until September 30.
- **Expanded coverage:** Efforts continue, as 700,000+ individuals joined in January, for enrollment regardless of immigration status.

[View dashboard](#)

## COMMUNITY

### The Source LGBT+ Center Celebrates Renovation and Expansion

#### Health Net grant provides more space for Center visitors

The Source LGBT+ Center recently opened its newly renovated location, which includes an interior redesign and courtyard expansion. A **\$50,000 grant** from Health Net helped provide a place for more than 3,000 annual visitors to:

- Gather for events
- Learn about resources
- Find a safe space to express themselves

The Source moved into its own building in October 2021, with nearly 5,000 square feet of space for support groups, client services, youth, volunteers and staff. The organization recently celebrated seven years of service to Tulare, Kings and Fresno County residents.

“Health Net is proud to support The Source in its work to create a safe space for all LGBTQ+ individuals,” said Nai Kasick, vice president, Medi-Cal regional lead at Health Net. “We are excited to see residents use the new space and to witness how it will create a stronger, more connected community in Central California.”<sup>1</sup>

“I’m honored to be part of the story of The Source and to see us grow from an idea to owning a campus in Downtown Visalia,” said Nick Vargas, co-founder and director of development at The Source. “The investment from our community partners, donors, and especially Health Net, has made it possible to have a space that our community can call home.”<sup>2</sup>

<sup>1,2</sup> Source: The Valley Voice, <https://www.ourvalleyvoice.com/2023/05/19/the-source-lgbt-center-celebrates-interior-renovation-and-patio-expansion-thanks-to-50000-grant-from-health-net/>

### USC Hosts 2023-2024 Street Medicine Foundations Courses

Join USC Street Medicine for [three days of free Street Medicine Foundations Courses!](#) The courses are designed to teach the foundations of primary care delivery to people who are homeless. These classes are **free** thanks to a grant from Health Net.

Who are these courses for? USC Street Medicine designed them for clinicians and administrators who currently practice street medicine and people interested in the development of street medicine programs.

[View date and sign-up info](#)

### Health Net Helps Celebrate 100 Years of United Way

#### Sponsorship to both L.A. and Sacramento chapters continue our service commitment

Health Net has a longstanding relationship with the United Way – helping to meet the needs of local families through volunteers, community programs, sponsorships and much more. Both the L.A. and Sacramento United Way chapters recently celebrated 100 years of community service. Health Net provided major sponsorships to both chapters to help celebrate.

- Los Angeles – Health Net granted a **\$50,000** sponsorship for two United Way of Greater Los Angeles events, Legacy of Hope (June 7) and the HOPE Summit (fall 2023).
- Sacramento – Health Net committed **\$100,000** as a presenting sponsor for the United Way California Capital Region’s Centennial celebration that took place in April. The funding will help directly impact the lives of community members in a five-county region. And, to help more than 10,000 kids excel in school by 2025.

### Housing to Nutrition from Head to Toe

#### How Health Net uses data to improve whole-person care

A new report from Health Net titled, [From Housing to Nutrition: We Use Data to Improve Whole-Person Care](#), explores how health equity and whole-person care impacts patients. It explains how we can use innovative approaches and data to improve health outcomes. Key takeaways include:

- Better health outcomes rely on better decisions based on better data. The challenge is to adopt this approach across the healthcare ecosystem.
- Each and every person has different roles and aspects of their life that matter to them – personal life, work life, social life and more.

Health Net’s question is, “How do we make a difference?” Resources and information seem like clear answers. But, on a deeper level, we can get better results with a focused strategy, steady goals and common metrics to measure results. Learn how we’re doing just that. Read the report on our [Bridging the Divide website](#).

### More Homeless Californians to Find Housing and Social Services Thanks to Health Net’s \$46 Million in Grants

In July, Health Net announced that the company will award **more than \$46 million in grants** to support California’s unhoused Medi-Cal members through housing and other supportive services. Twenty-six counties across California will receive funds to support local Continuum of Care (CoC) programs and other housing services agencies to help California’s most vulnerable residents. A CoC is a regional or local planning body that coordinates housing and other services for families and individuals experiencing homelessness.

Grant funds will be used to:

- **Increase partnerships** and local capacity of organizations to support referrals for services.
- **Improve the infrastructure** used to coordinate and meet the needs for members seeking housing.
- **Enhance service delivery** and member engagement for those at-risk of or who are currently homeless.

[Read the full story](#)

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