



HEALTH NET
P R O V I D E R
PULSE
FALL 2020



Medi-Cal and Individual & Family Plans



Welcome to the first edition of the Health Net Provider Pulse newsletter!

You've spoken, and we've listened!

As a health care provider, your role is critical. Health Net* wants you to know you're valued, supported and appreciated – and not just by your patients, but by us and your community! That's why we've created this newsletter — to make sure you stay informed and provide you with the news you need to keep your patients healthy.

In this issue, you'll see how we've updated teams and processes to make it easier for **YOU** to do your job. You'll also learn how we're engaging communities through local, regional and statewide programs.

Read on to find out about:

- **Improved programs and processes** for claims, utilization management and provider relations.
- **Asthma** Population Health Program.
- **Engaging the community** with support for those in need.
- **Telehealth** and how Health Net supports this growing technology.

— *Your Health Net Provider Relations team*

TABLE OF CONTENTS

Provider Satisfaction Highlights	2
Claims: You'll Get Paid Faster with Accuracy	2
Utilization Management (UM): Look forward to shorter calls and quicker answers!	3
Member Success Stories	2-3
Provider Relations: Helpful Responses to Your Requests	4
Provider Webinars	5-7
Population Health Program	8
Asthma Program	8-9
Engaging Our Communities	10
Telehealth Capacity	10
Emergency Response Grants	11
Contributions to Improve Social Determinants of Health	11
Health Care Workers Equipped with PPE to Save Lives	12





MEMBER SUCCESS STORIES

Help for a Member with a Peanut Allergy

As part of a COVID-19 outreach program, the Care Management department reached out to the parents of a member. When the parents advised that the member had a newly discovered peanut allergy, the Care Manager suggested that the member have a medical alert bracelet and EpiPen®. However, the family was not aware these were available options. They thanked the Care Manager for checking on them during the COVID-19 pandemic, and for the eye-opening suggestion and education around allergies and medications.

PROVIDER SATISFACTION Highlights



Claims: You'll Get Paid Faster with Accuracy

In response to your input, we're improving our claims processes by empowering customer service and sharpening claims timeliness and accuracy.

• Real-time claims adjustments

We're empowering Customer Call Center representatives with the tools they need to make real-time claim adjustments based on predefined criteria. Training for representatives servicing select products will continue through 2021, as needed. The result: a fast turnaround and first-call resolution.

• Improved timeliness and accuracy of claims that are the PPG's liability

To help you get paid quickly, we're working to make sure that claims are sent to the responsible party – especially when they're the PPG's liability. The result: you save money and avoid delays related to misrouted billing.

These changes can have a BIG impact for you, so stay tuned.

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries and more. If you have questions, contact the Health Net Provider Services Center at:

Line of business	Phone number	Provider portal	Email address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	
Medi-Cal	1-800-675-6110	provider.healthnet.com	N/A

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MEMBER SUCCESS STORIES

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Positive for COVID-19

During a COVID-19 outreach, the Care Management team reached out to a member who had tested positive and received treatment for COVID-19. The member was confused and frightened after the hospital discharge because of poor discharge instructions, and the member did not know what the next steps should be. To assist, a Care Management team member connected the member to the Public Health Department to be cleared and retested. The team member also helped the member schedule a follow-up appointment with their primary care physician (PCP) and provided valuable education to the member on safety precautions to prevent reinfection and exposure. The care coordination and attention paid to the member alleviated their feelings of confusion and minimized gaps in care.

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Utilization Management (UM): Look forward to shorter calls and quicker answers!

CALLS TO PROVIDER SERVICES ABOUT UM

Health Net knows your time is valuable. When you call with a question about UM, your questions deserve a quick answer and first-call resolution.

To help you connect with the information you need, Health Net is taking steps to make sure Customer Contact Center representatives have **access to knowledgeable UM staff**, including UM leadership.

For help with UM questions, contact the Health Net Provider Services Center at:

Line of business	Phone number	Provider portal	Email address
EnhancedCare PPO (IFP)	1-844-463-8188	provider.healthnetcalifornia.com	provider_services@healthnet.com
IFP (CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO)	1-888-926-2164	provider.healthnetcalifornia.com	
Medi-Cal	1-800-675-6110	provider.healthnet.com	N/A





Provider Relations: Helpful Responses to Your Requests

The Health Net Provider Relations team has good things in store for you!

We're focused on many program improvements:

- **Quick answers and action related to core business functions**

We're taking action to improve issue tracking and communication via a new, consistent, uniform, provider-friendly process.

Also, we're enhancing staff training, documenting core competencies of field staff and implementing an assessment tool to identify staff training needs.

We plan to check our progress via upcoming surveys.

For assistance, please contact your assigned Provider Relations representative or HN_Provider_Relations@healthnet.com.

- **Enhanced provider training and support**

Health Net Provider Relations is working to assess and redesign provider training.

For example, through early October we are holding *Improving the Provider Experience* webinars to focus on what's important to you, including telehealth information, such as:

- What preventive care can be done via telehealth, close care gaps and improve Healthcare Effectiveness Data and Information Set (HEDIS®) performance.
- How to mitigate and overcome parents' and patients' safety concerns.

You can help us measure our progress via the Provider Satisfaction Survey.

(continued on page 5)



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- **Provider webinars**

We're also offering webinars on a variety of other topics, including:

HOME-BASED PALLIATIVE CARE (HBPC) PROGRAM WEBINAR

When?

- Tuesday, October 6, 2020, at Noon–1 p.m. Pacific Time (PT)
- Tuesday, October 20, 2020, at 1–2 p.m. (PT)

What topics will the webinar cover?

- Definition of palliative care and palliative care referral criteria
- Difference between palliative care and hospice care
- Different models of palliative care
- Process for making referrals
- Coordination of services between the Health Net Care Connections™ team and the providers, the medical group and the health plan
- Review of case studies that demonstrate several aspects of palliative care
- Contact numbers to reach Health Net Care Connections team members for questions or referrals

Webinar URL:

https://centene.zoom.us/webinar/register/2015838736445/WN_CMISNFvQu6wMbitm5M2mQ

COZEVA® WEBINAR

About COZEVA

- COZEVA is a best-in-class reporting and analytics platform that displays performance in clinical quality and risk measures. The Platform gathers data from multiple sources and provides insights into opportunities to address care gaps and improve performance — all at no cost to you. To learn more about COZEVA, view this [information flyer](#) for PCPs and this [information flyer](#) for PPGs.

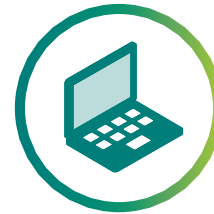
When?

- Webinars are held every week on alternating Wednesdays and Fridays.

Who should attend*

- All providers and staff who lead quality improvement efforts at the practice are welcome to attend the COZEVA webinars. Webinars will review the core functionalities of the platform and various workflows that support performance improvement. (*Exclusion – Providers currently using another endorsed product from Health Net or California Health & Wellness Plan, such as Interpreta.)

Webinar: Please use this [registration form](#) to register today.



(continued on page 6)



SPECIAL NEEDS AND CULTURAL COMPETENCY WEBINAR

When?

- Wednesday, October 14, 2020, at 9–10 a.m. (PT)
- Wednesday, October 14, 2020, at Noon–1 p.m. (PT)
- If you are unable to attend one of these sessions, please register for the webinar, and instructions to view the webinar recording and attestation information will be sent to you.

Who should attend?

- Health Net recommends that providers, providers' leadership, managers and frontline staff who communicate with members attend the webinar.
- All Medi-Cal and Cal MediConnect (CMC)/Medicare Medicaid Plan (MMP) providers must attend annually. All other providers are encouraged to attend.

What topics will the webinar cover?

- Cultural Competency
- Health, Safety and Welfare Education—Abuse and Neglect
- Disability Sensitivity Training
- Linguistics
- Cultural Competence and Cognitive Competence
- Core Concepts of the Olmstead Decision (Least Restrictive Setting)
- Wellness Principles

Webinar URL:

https://centene.zoom.us/webinar/register/5115844025576/WN_xqqt8VZbS2qMKOGkBz51Ew



One Provider Portal for All Your Needs!

Find out how to get all the info you need for your patients on one platform.

On November 2, 2020, as part of our ongoing commitment to streamline provider access to our provider portal, we are migrating post-login content on provider.healthnet.com to provider.healthnetcalifornia.com. The goal is to give you ONE easier-to-use secure platform for all your post-login needs. If you are already registered on provider.healthnetcalifornia.com, you do not need to re-register.

JOIN A WEBINAR TO LEARN MORE

We have created three sets of webinars with multiple dates to choose from. Webinar sets include:

- An overview demonstration of the provider portal.
- Training on the self-service tools and what you can expect.
- Office hours for questions and answers.

(continued on page 7)



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Webinars are scheduled starting October 2020 through early December.

Select the URL for the applicable webinar you would like to attend and choose a topic and date that fit your schedule. URLs include various webinar topics to choose from.

Topic	Description	URL
Overview	Offers an overview of the portal operations and what to expect.	https://rebrand.ly/NL-Portal-Overview-Webinars
In Depth	Offers a deep dive into topics such as patient information, authorization and claims.	https://rebrand.ly/NL-Portal-In-Depth-Webinars
Questions and Answers	Offers office hours to answer questions by subject matter experts.	https://rebrand.ly/NL-Open-Office-Webinars

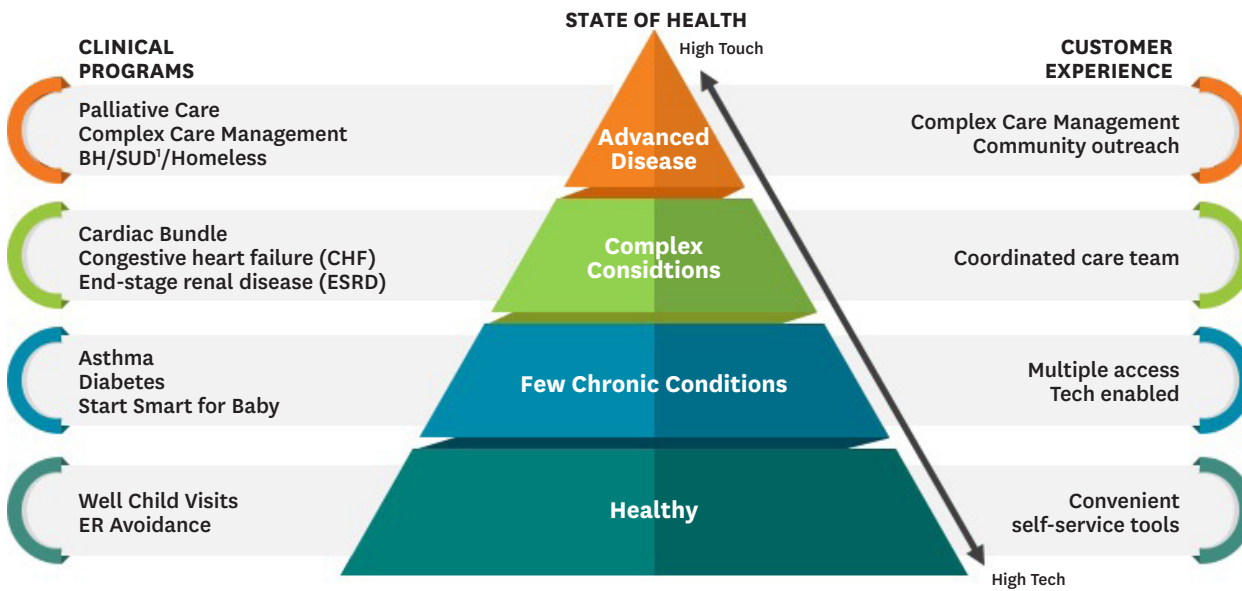
Once registered, you will be provided with a webinar identification (ID) and will have the option to add the webinar to your calendar. Resource materials and links to the recording of the webinar will be distributed by email after the webinar.

You can also visit provider.healthnet.com in the upcoming weeks and select *Provider Training Calendar* under Provider Support to find all webinar dates and get access to on-demand training.



POPULATION HEALTH Program

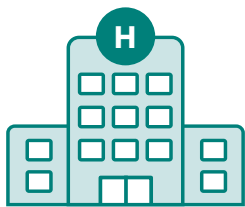
Population health that's meaningful to members



GOALS

Members with **ASTHMA** stay healthy and out of the ER and

HOSPITAL



Help our members with **ASTHMA** understand their

MEDICATIONS AND THEIR CARE OPTIONS

in order to improve their **QUALITY** of life



Health Net's Population Health Program creates a way for you and Health Net to leverage data and programs. With more engagement, we can improve member health and build a deeper partnership.

See below for highlights of our population health program for Asthma.



Asthma Program

In addition to any medical services you or your organization provide, you can offer this program. The program can help **YOU** provide needed outreach to ...

- Members doing poorly on their asthma medication ratio due to lack of refills for their controller or non-adherence based on other factors.
- High emergency room (ER)/inpatient utilizers (five or more ER visits within the past 12 months; two or more inpatient visits in last three to six months).
- Members whom Health Net's Pharmacy Department can't reach. Members also may be more receptive to outreach by the PCP's office.

(continued on page 9)

¹Any transfer of information or data between providers and/or facilities about a member's opioid use disorder (OUD) or SUD must first be authorized by the member before transferring the information or data between providers and/or facilities. This can be done by having the member sign an Authorization for Disclosure (AFD) form and designating the provider or entity that will be reviewing the member's data.

(continued from page 8)

SUCCESS FACTORS:

- Reduced costs
- Decreased ER and inpatient visits
- Better medication adherence
- Managed care gaps

To help to achieve the above, the Health Net Provider Engagement team plans to distribute lists of affected members to you.

Health Net is also working with teams and vendors in the below areas:

• **Health education**

- For asthmatic members located in select counties, schedule and provide educational community classes.
- Three new asthma educational resources are available: My Asthma Action Plan, Breathe Better and Live Your Best Life with Asthma. To place an order call Health Net’s Health Education Information Line at 1-800-804-6074 or email HealthEducationDept@healthnet.com.

• **Pharmacy**

- For non-adherence to medication (med) regimen, call the member to provide disease management and med adherence education.
- If the member is not on appropriate meds, fax a list of members to providers with recommendations and request that you reach out to the member.
- If the condition worsens, call to the provider/clinic for treatment coordination.

• **Member connections**

- If asthma worsens or the member isn’t on appropriate meds AND disengages (i.e., three unsuccessful attempts to reach the member), attempt outreach via alternate phone numbers.

• **Member communications/Customer Contact Center**

- Routes calls to appropriate asthma disease management program or nurse advice line.

• **EPG (vendor)**

- Sends texts with educational message and toll-free number to members.

• **Care management**

- Reach out to educate members who had an emergency department or inpatient visit for asthma, or who use rescue meds often.

If you have questions or would like more information about the Asthma Program, contact us at CAClinicalPharmacy@Centene.com.



ENGAGING Our COMMUNITIES

Health Net has an ongoing commitment to communities across California.

The following are some positive examples of active, local involvement – among many others.

COVID-19 Response: Telehealth Capacity

An unprecedented volume of applications and funding was requested in 2020.

As more providers and patients embrace this technology due to the COVID-19 pandemic, Health Net reached out to provide monetary support through grants to the local community.

In response to the pandemic, Health Net provided **\$13.4M** in one-time funding to 138 clinics and independent providers, including California safety net clinics, Federally Qualified Health Centers and independent provider practices to help build telehealth capacity and capability.

GRANT FOCUS

- Telehealth and telephonic infrastructure
- Internet services
- Telepsychiatry infrastructure and services

FUNDING DETAILS

- Maximum grant award: \$123K
- 12-month term



Health Net COVID-19 Emergency Response Grants



SIERRA HEALTH FOUNDATION (\$150,000)

- **Health Net joined Sacramento Mayor Darrell Steinberg,** Councilmember Jay Schenirer, Sierra Health Foundation and a coalition of public, private, non-profit, labor and philanthropic partners **to help create the Donate4Sacramento COVID-19 Regional Response Fund.**

UNITED WAY OF TULARE COUNTY (\$25,000)

- Health Net's support will provide **emergency funding to 10 Tulare County non-profits** severely impacted by COVID-19.

MAYOR'S FUND FOR LOS ANGELES (\$125,000)

- Health Net's contribution will support the following priority areas: **support for families and small businesses, relief for health care workers, critical health care equipment, and services for our unhoused neighbors.**

THE SAN DIEGO FOUNDATION (\$25,000)

- The San Diego COVID-19 Community Response Fund is hosted by the San Diego Foundation **in collaboration with Supervisor Nathan Fletcher.**
- Health Net's contribution will support the following priority areas: **food security, essential living expenses, emergent needs and rent/utility payment support.**

Health Net COVID-19 Contributions to Improve Social Determinants of Health

FOOD INSTABILITY – REGIONAL ORGANIZATIONS

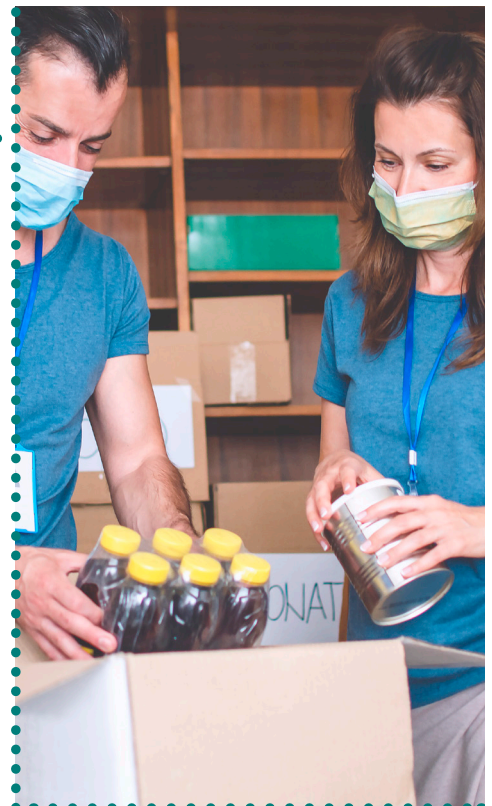
A total of **\$120,000 in financial contributions** were made to the following regional food banks:

- Yuba Sutter Food Bank (\$20,000)
- Sacramento Food Bank and Family Services (\$15,000)
- Central California Food Bank (\$20,000)
 - Serves Fresno, Madera, Kings, Kern and Tulare counties
- Los Angeles Regional Food Bank (\$50,000)
- Feeding San Diego (\$15,000)

ESSENTIAL SUPPLIES – STATEWIDE ORGANIZATIONS

A total of **\$321,250 in gift cards** were provided to **statewide organizations** for distribution among their most in-need constituents:

- The California Association of Area Agencies on Aging (\$135,625)
 - \$35 denomination Walmart gift cards
- The CA Partnership to End Domestic Violence (\$135,625)
 - \$35 denomination Walmart gift cards
- iFoster (\$50,000)
 - \$25 denomination Amazon gift cards in support of transition-aged foster youth





Health Care Workers Equipped with PPE to Save Lives

A health care worker's job is to care for ill people – many of whom are in emergency situations. However, lack of personal protective equipment (PPE) is one of the biggest problems they face while caring for COVID-19 patients.

Not wearing the proper PPE means more health care workers' lives are on the line while caring for others.

This fact puts everyone – workers, families and communities – at even greater risk during the pandemic.

“Health Net has stepped in and is doing what no other health care plan in the area has done thus far. That’s impressive.”

Dr. Kwabena Adubofour is the Medical Director at East Main Clinic and Stockton Diabetes Intervention Center. He's grateful to Health Net for recognizing that for smaller physician practices to reopen, they need PPE.

“That fact makes this gesture really meaningful,” he said. “It’s heartening to see how well Health Net and the physician community work together. This enhances health care for our community members in a safe way. Health Net has stepped in and is doing what no other health care plan in the area has done thus far. That’s impressive.”

Whatever the challenge, Health Net is always dedicated to improving health outcomes.

Health Net reaches out to health care facilities in emergency situation

Hundreds of safety net and private practice physicians in California recently received the following from Health Net's Provider Engagement team:

- 5,000 bottles of hand sanitizer
- 15,000 surgical and N95 masks

Teams from Provider Engagement arranged the provider drop-offs. They loaded all the supplies in their cars. Then, with their own masks donned, dropped off the items in facility parking lots.

This is just one example of how we transform the health of our communities, one person at a time.





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