

Provider Newsletter California



2023 • Issue 1 • Medicare



Reminder: Some of Your Members May Now Have a D-SNP

On January 1, 2023, members enrolled in a Cal MediConnect (Medicare-Medicaid Plan) or a Dual-Eligible Special Needs Plan (D-SNP) “look alike” transitioned to another plan that provides:

- **An integrated approach to care coordination** – A dedicated care team works in coordination with you — the member’s provider — to ensure all the member’s health needs are met.
- **Extra resources and support** – D-SNP plans offer other benefits that can’t be received through original Medicare, including preventive dental and vision care, prescription drug benefits, coverage for over-the-counter health items, and more.

See the article on the next page to learn more about recorded trainings you can watch online to review information about D-SNP and the impacts on you and your patients.

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Join the Conversation on Social Media

Join our digital and social communities for up-to-date information on how we’re working with you and others to help our members live better, healthier lives.





Watch This Webinar to Learn About Dual-Eligible Special Needs Plans (D-SNPs)

View the recorded webinar to help you meet your Cal MediConnect and D-SNP “Look-Alike” patients’ needs.

Access the webinar on the provider D-SNP resource page on **healthnet.com**. Go to *Providers > D-SNP Resources > Trainings and Webinars*.

Topics include:

- What is D-SNP?
- How does the change impact providers and members?
- What operational changes impact providers?
- Where can providers go for more information?

Download the D-SNP reference guide

The D-SNP reference guide was created to complement what you learn during the webinars. To download the guide:

- 1 Go to **providerlibrary.healthnetcalifornia.com**.
- 2 Select **Medicare Advantage**.
- 3 Select **Education, Training and Other Materials**.
- 4 Then select **Medicare D-SNP Provider Resource Guide**.

Get Paid When You Connect to an Eligible HIE

Provide quality medical records, improve quality of care and earn rewards.

Introducing the 2023 Health Information Exchange (HIE) grant program

- **\$1 million in grants are available for 2023!**
- Grants are available for new HIE connections made between January 1, 2023, and December 31, 2023.

What can the grant program do?

- Increase quality medical record data thereby improving quality of care.
- Encourage HIE connectivity ahead of California Assembly Bill (AB) 133¹ requirements.



HIE allows you and your patients to access and share a patient’s medical information electronically.

(continued)

¹AB 133 requires all specified entities to “exchange health information or provide access to health information to and from” other specified entities in real time, as defined in the bill, by January 31, 2024.

How much can I earn?

Hospitals

Size	Definition	Award amount
Small	< 100 beds	\$30,000 ²
Large	≥ 100 beds	\$50,000 ²

Provider/ambulatory practices

Size	Definition	Award amount
Small	< 5 providers with 1 EMR ³ connection	\$1,500
Large	≥ 5 providers with 1 EMR connection	\$2,500

Skilled nursing facilities

Size	Definition	Award amount
Small	Skilled nursing facility with 1-10 locations	\$7,500
Large	Skilled nursing facility with 10+ locations	\$10,000

Additional requirements⁴

Contract status	<p>Hospitals: All hospitals are eligible. This includes general acute care hospitals, transplant hospitals and acute psychiatric hospitals. Contracting with Wellcare By Health Net (Health Net*) is not needed to be eligible.</p> <p>Provider/ambulatory practices: Must be contracted with Health Net and provide services to at least 500 Health Net members.</p> <p>Skilled nursing facilities (SNFs): All skilled nursing facilities are eligible. Contracting with Health Net is not needed to be eligible.</p>
Eligible counties	Amador, Calaveras, Contra Costa, Fresno, Inyo, Kern, Kings, Los Angeles, Madera, Mariposa, Merced, Mono, Orange, Riverside, San Benito, San Bernardino, San Joaquin, Stanislaus, Tulare, Tuolumne, Ventura.
HIE connectivity status	Providers currently connected to another eligible California HIE that Health Net participates with are not eligible.

How do I get started?

Contact your Plan provider network manager to plan your implementation.



²Systems with two or more hospitals are eligible to receive no more than two total grants.

³EMR: electronic medical record.

⁴Health Net reserves the right to change program rules at any time.



Submit Attestations Online for Chronically Ill Members

Effective January 1, 2023, fax attestations are no longer accepted.

Special Supplemental Benefits for Chronically Ill (SSBCI) are offered to Health Net's highest-risk members who meet specific criteria for eligibility based on the Centers for Medicare and Medicaid Services (CMS) guidelines.

Effective January 1, 2023, you can check eligibility requirements and submit attestations on behalf of members online at **ssbci.rrd.com**

Steps to determine eligibility, submit attestations and activate benefits

Members are required to schedule an office visit with their doctor or participating physician group for evaluation. Once appointment is made, follow the steps below:

1. Visit **ssbci.rrd.com**.
2. Follow the steps on **ssbci.rrd.com** to evaluate your patient against the eligibility requirements outlined on **ssbci.rrd.com**.
3. Submit an attestation form through **ssbci.rrd.com** indicating your patient meets the eligibility requirements.
4. Submit a claim with the appropriate diagnosis codes from this office visit indicating a member has been diagnosed with one or more qualifying chronic conditions listed on **ssbci.rrd.com**.
5. Upon receipt of all required information, the member will be sent an approval or denial letter within 10 business days. Approval letters include information on steps the member should follow to activate supplemental member benefits.



If you have questions regarding attestation requirements, contact the Provider Services Center at 800-929-9224.



Operational Excellence

NEWSWEEK NAMES HEALTH NET A TOP PROVIDER OF CUSTOMER SERVICE FOR SECOND YEAR IN A ROW



Health Net has once again been named by **Newsweek** to the annual “America’s Best Customer Service 2023” **ranking**. This is the second year in a row the company ranked number one among health insurance plans.

This year’s honor is noteworthy as **Newsweek** surveyed consumers during the trying and challenging times of the pandemic.

Rankings are based on an independent survey by **Statista Inc.** This year, insurance brands were among the highest customer service scores.

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