



HEALTH NET

PROVIDER
PULSE

WINTER 2023



Medi-Cal and Individual & Family Plans



As the PHE ends, help Medi-Cal members stay enrolled!

When the U.S. Department of Health and Human Services lifts the COVID-19 public health emergency, Medi-Cal members may need your help.

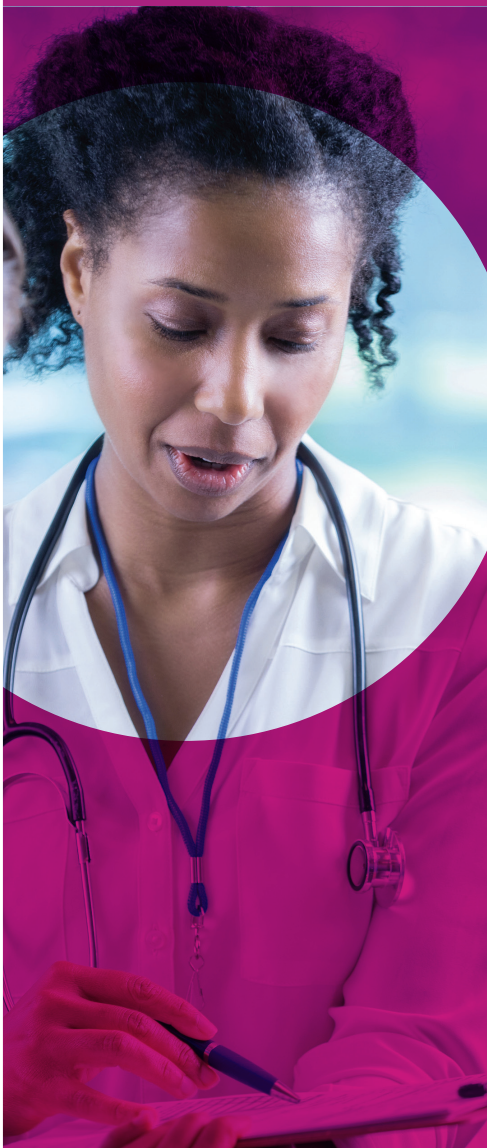
As the PHE lifts, counties will confirm continuing Medi-Cal eligibility and need Medi-Cal enrollees' current contact information. **Remember to talk with your Medi-Cal patients about this.** They must also report household changes over the past two years and respond to any related letters from their county.

Help your Medi-Cal patients report a change. Find out how in the article below, *Medi-Cal Patients' Coverage Can Stay Active With a Helpful Reminder*.

— Your Health Net Provider Engagement team

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PROVIDER SATISFACTION Highlights



OPERATIONAL EXCELLENCE

Local providers know the population and patients they serve best – that’s why Health Net works with providers to meet and adapt to their needs.*

Residency Programs: Apply for Grants to Improve Care for Patients With Substance Use Disorder

Transform medical practices to help address the opioid and overdose crises.

The Department of Health Care Services (DHCS) recently made nearly \$3.4 million in grants available to help improve patient care in the areas of substance use disorder, opioid use disorder and addiction. Organizations can apply for grants of **up to \$70,000**.

Programs emphasizing service to vulnerable and underserved populations will have priority.

Twenty-five grants will go to Accreditation Council for Graduate Medical Education-accredited residency programs that train physicians in emergency medicine, family medicine, general internal medicine, obstetrics-gynecology, pediatrics and psychiatry.

To apply, visit the DHCS’ [Request for Applications](#). Applications are due to California Academy of Family Physicians no later than January 31, 2023.

Get Help Paying Student Loans With CalHealthCares!

Apply for Cohort 5 now!!

CalHealthCares is a five-year program (five cohorts) funded with \$340 million being paid toward student loans for physicians and dentists to help expand access to care for Medi-Cal patients. During cohort 4, the DHCS announced its commitment to pay \$64.9 million toward student loans for 222 physicians and 35 dentists.

Cohort 5’s application cycle runs from January 18, 2023–March 3, 2023. Physicians and dentists can get tips on applying and other resources at the [CalHealthCares webpage](#).

The Health Care Access and Information (HCAI) Agency hosts health care workforce application cycles for various types of providers, not just doctors and dentists. For more information, visit the [HCAI website](#).



Reminder: Expect More Patients From Medi-Cal's Older Adult Expansion

California Assembly Bill 133 provides full-scope Medi-Cal coverage to adults ages 50 or older, regardless of immigration status.

Let potential members know **we get them covered with Medi-Cal**. Even more help is available for low- or no-cost health care that covers:

- Accessibility resources
- Doctor visits
- Hospital care
- Lab tests

- Mental health
- Pregnancy/newborn care
- Telehealth
- Transportation
- Vision and more

Health Net offers Medi-Cal benefits to Californians ages 50+ regardless of immigration status. Medi-Cal enrollment is available year-round. To help someone enroll, contact Health Net Medi-Cal Member Services at **800-675-6110 (TTY: 711)** 24 hours a day, 7 days a week.

Note: Applying for Medi-Cal does not disrupt or change immigration status or citizenship status. Health Net does not ask for or report immigration status.

To learn more about Assembly Bill 133, read this [news release](https://www.gov.ca.gov/news-release) on www.gov.ca.gov.



Medi-Cal Patients' Coverage Can Stay Active With a Helpful Reminder

Encourage patients to update their information with their county.

When the COVID-19 public health emergency ends, counties will confirm continuing Medi-Cal eligibility. Counties need to have Medi-Cal enrollees' current contact information and know any changes in circumstances so the members can stay enrolled.

Please talk with your Medi-Cal patients to make sure they:

- Report any changes in their household circumstances or contact information over the past two years.
- Provide requested information if they or someone in their household receives a letter from their county asking for information about their Medi-Cal coverage.

Medi-Cal enrollees should contact their county about changes to any of the following:

Contact information	Change in circumstances
Phone number	Income
Mailing address	Disability status
Email address	Someone becomes pregnant or moves in

How to report changes

Your Medi-Cal patients can report changes to their local county office online or by phone, email, fax or in person. Visit <http://dhcs.ca.gov/COL> or call the Medi-Cal Member Hotline at **800-541-5555**.

Medi-Cal patients can also update their contact information online at CoveredCA.com or BenefitsCal.com.





You, your patients and your community have our support!

Health care starts at the community level. That is why we work hand-in-hand with local partners to transform our communities. Together with community clinics, hospitals, local public health departments, homeless shelters, food banks, and our education and justice systems, we develop localized programs and solutions that improve health, one person at a time.

Expanding Access to Care via Mobile and Virtual Solutions: A Health Equity Model of Care

Health Net's work in mobile and virtual health helps California's most vulnerable and hard-to-reach populations.

A new report from Health Net titled [Expanding Access to Care: Mobile & Virtual Health](#) identifies innovative solutions that leverage mobile and virtual care. Both modes of care help patients overcome barriers to care and receive the quality health care they need. Health Net's vision to provide health care where members are includes delivering care outside of traditional settings. This vision is rooted in our understanding of barriers to care many Californians face. These barriers drive disparities in health outcomes.

Working with local partners, we have invested in new mobile and virtual solutions to ensure our members can get care when, how and where they need it.

Examples include:

- **Awarded \$13.4 million to 138 Medi-Cal providers across California:** This partnership with the California Department of Managed Health Care [helped providers set up or expand](#) their digital health practice so they could bring telehealth to underserved patients.

- **Provided a \$3 million grant to the national leader in school-based telehealth:** This grant helped [Hazel Health](#) expand to support children at California K-12 schools. It closed equity gaps and advanced education through increased access to medical care and behavioral support.
- **Invested over \$2.5 million in grants and programs to [help the unsheltered](#):** We funded the [Martin Luther King Jr. Community Hospital](#) (MLKCH) Street Medicine program – a partnership between MLKCH and the [USC Keck School of Medicine](#). The Street Medicine program delivers care directly to unsheltered people in South Los Angeles through specialized care teams.
- **Worked with trusted community partners to bring vaccines to members and non-members:** Our [RVax180 initiative](#) held more than 210 vaccine clinics in 70 cities and 15 counties. In total, the Health Net team provided more than 22,000 vaccines and traveled more than 40,000 miles.

These are just a few of the many ways in which Health Net works to increase health equity and improve the lives of Californians. We continue to use new tools and channels to decrease health disparities.

As we have for decades, Health Net cares about our members, wherever and whomever they are.

Read more about Health Net's innovative initiatives to leverage mobile and virtual services in the [Mobile & Virtual Health Issue Brief](#) on our [Bridging the Divide website](#).



OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

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.

“We are proud and honored to be recognized as a company that puts our members first. This recognition reflects our dedication to those we serve, especially during

unprecedented public health emergencies,” said President and CEO of Health Net Brian Ternan.

Rankings are based on a vast, independent survey by [Statista Inc.](#) This year, insurance brands were among the highest customer service scores.

Health Net Earns NCQA’s “Health Equity Accreditation Plus” Designation

Health Net is one the first organizations to earn both Health Equity Accreditation and Health Equity Accreditation Plus.



Health Net recently announced that it is one of nine health care organizations in the nation to receive

the first-ever [Health Equity Accreditation Plus](#) by the [National Committee for Quality Assurance](#) (NCQA) for all lines of business, including Medi-Cal, Marketplace, Medicare and Commercial. This new, advanced designation builds on NCQA’s foundational Health Equity Accreditation program. That program sets a robust framework for improving health equity by helping organizations identify and close care gaps.

According to NCQA, standards for the new Health Equity Accreditation Plus designation include:

- Partnering with community-based organizations.
- Offering resources that support clinical and social needs.
- Collecting data on community social risk factors and patients’ social needs.
- Making clear to members and patients how their data are used, shared and protected.

“This accreditation by one of the most respected quality organizations in the country is a testament to our team [and] partners,” said CEO of Health Net Brian Ternan. “The path to good health doesn’t start and end at the door of the hospital or a doctor’s office. We will continue to build on the work we’ve done to make our health care system more equitable for all Californians.”

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