



# PROVIDER

## PULSE

SPRING 2023



At CalViva Health and 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.

### REDETERMINATION

## Help Medi-Cal Members Provide Accurate Contact Information – and Keep Their Coverage

It is important for counties to have current contact information for Medi-Cal members. Any changes to contact information should be reported so members don't miss important information about their Medi-Cal coverage. This includes all updates to contact information, such as phone number, email address or home address. All updates should be reported to each member's local county office online or by phone, email, fax or in-person.

Members can find a listing of county offices at [dhcs.ca.gov/COL](https://dhcs.ca.gov/COL) and also update their contact information online at [KeepMediCalCoverage.org](https://KeepMediCalCoverage.org).

### ACCESS

## Mental Health and Substance Use Resources for Medi-Cal Beneficiaries

Medi-Cal members can use their coverage to get access to services for mental health and substance use conditions. Those mental health or substance use supports come via the [Medi-Cal Managed Care Plan](#) (MCP) or county behavioral health program:

- Medi-Cal Managed Care: If enrolled in Medi-Cal managed care, the [MCP](#) can connect members with mental health services for children and adults.
- County Mental Health Services: The county mental health plan can also connect people to appropriate services, including treatment for adults with more severe mental health conditions. Specialty mental health services for children are also covered. Contact information for each county's Medi-Cal specialty mental health plan is available here: [County Mental Health Access Lines](#).
- County Substance Use Services: For help with alcohol or drug use, the county can connect to Medi-Cal services for substance use. The county makes substance use information and services available here: [County Substance Use Disorder Access Lines](#).

Specialty and non-specialty mental health services available through Medi-Cal include, but are not limited to:

- Assessment and treatment, including individual, group and family therapy
- Medications for mental health conditions and related support services
- Care coordination
- Crisis intervention and stabilization
- Residential or inpatient psychiatric hospital treatment

Substance use services covered under Medi-Cal include, but are not limited to:

- Assessment and treatment, including individual and group counseling
- Medications for Addiction Treatment (MAT)
- Intensive Outpatient Treatment
- Care coordination
- Residential treatment (for all youth under 21, during and immediately after pregnancy, and for adults in some counties)



### DHCS/REGULATORY

## Mandatory Medi-Cal Managed Care Plan (MCP) Dual Eligible Enrollment Takes Effect

As of January 1, 30 percent of people in California who were eligible for both Medicare and Medi-Cal, and weren't already enrolled, had to join a Medi-Cal managed care plan (MCP).

This mandated change does not affect access to Medicare providers or benefits. Plus, Medicare providers serving dual eligible patients do not need to enroll in a Medi-Cal MCP to continue receiving reimbursement. More than 70 percent of dual eligible members statewide were already enrolled in Medi-Cal MCPs.

DHCS published an updated [fact sheet](#) and [toolkit](#) for Medicare providers to explain the provider crossover billing process for dual eligible members enrolled in Medi-Cal managed care.

For more information, please visit the [Statewide Medi-Cal Managed Care Enrollment for Dual Eligible Members webpage](#).

### INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)

## Workforce Well-Being Professional Development Program

Began March 27, 2023 | Boston, MA and online  
Gain the essential skills to [lead and support well-being](#) at your organization. Join us for solutions-focused learning in a space built for discovering, listening, and practicing.

## An Integrated Approach to Quality

How Whole System Quality, a holistic, organization-wide approach to quality, can help health care leaders build more [responsive health systems](#).

## Watch: On the Joy and Well-Being of Health Care Leaders

At a time of unprecedented retirements and turnovers, IHI's Kedar Mate talks about burnout among health care leaders and what may [lead to a solution](#).



## Leveraging Innovation Models to Achieve Health Equity

The "[Build. Measure. Share.](#)" model, which has been used in successful innovation implementations, can support the delivery of more equitable care.