



PROVIDER PULSE

SPRING 2024



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.

PROVIDER RESOURCES

CalViva Health Releases Updated Rainbow Guide



CalViva Health is excited to release the 3rd Edition of our Rainbow Guide. Packed with key operational and preventive service details, this toolkit is your go-to for staying informed. Discover updated phone numbers, insights into new benefits, and invaluable information on CalAIM Enhanced Care Management and Community Supports. Look out for delivery by our Provider Engagement team starting in May!

HEALTH EQUITY

Health Net Funding Helps Create Black Birth Justice Coalition to Address Pregnancy-Related Conditions

Health Net awarded a [\\$150,000 grant](#) to support the creation of the California Coalition for Black Birth Justice (the Coalition). The Coalition is the first entity dedicated to stronger and more united statewide collaboration and coordination among Black birth equity and justice efforts.

For nearly 45 years, Health Net has led the charge to improve health equity with local and statewide programs and interventions that are:

- Multi-faceted
- Collaborative
- Culturally relevant

The Coalition recently released an [agenda](#) to address strategies for systemic change within the health care and public health domains. Health Net’s Chief Health Equity Officer, Dr. Pooja Mittal, is a contributing agenda advisor.

[Learn more](#)

MEDI-CAL EXPANSION

Medi-Cal Expansion Means “All Are Welcome”

Under a new California law, about **700,000 more Californians** can now access Medi-Cal benefits.

Regardless of immigration status, families can get no-cost health care, including:

- Doctor visits
- Hospital care
- Telehealth
- Mental health
- Vision
- Lab tests
- Transportation
- Accessibility resources
- Pregnancy/newborn care, and more

Here’s who qualifies now for full-scope Medi-Cal coverage:

- Lawful people who live in the U.S. long-term or “green card holders”
- Lawful people who live in the U.S. for a short term
- Persons who seek safety and security, like refugees
- Immigrants granted short-term secured status
- Non-immigrant status holders like those with worker or student visas

Medi-Cal enrollment is available year-round. To enroll, anyone can contact Enrollment Services for free at 800-327-0502 (TTY: 711), from Monday – Friday, 7:30 a.m. to 6 p.m. Pacific time.

Note: An application for Medi-Cal **does not disrupt or change** immigration status or citizenship status. **The Plan does not ask for, or report, immigration status.**

[Learn more](#) about the new California law.

PARENTING CHALLENGES

California Launches Free Video Series to Help Parents and Caregivers Address Parenting Challenges

In partnership with the Child Mind Institute, California’s Department of Health Care Services has launched a series of parenting videos, *Positive Parenting, Thriving Kids*, to help address challenges parents may face raising their children, especially as it pertains to the mental health and overall wellbeing of their children.

Children face an abundance of mental health issues today. This free video series equips parents with methods and tools to help their children overcome mental health challenges.

[Read the full press release](#)



COMMUNITY

As Rain Battered California – Health Net Provided Help

During the first week of February 2024, a huge atmospheric river brought historic levels of rain to California. Falling rocks, mudslides and power outages became the norm as residents throughout the state dealt with the massive storm. After days of heavy downfall, parts of Los Angeles County alone had received more than 12 inches of rain – which continued to fall. Through it all, the Plan was there to help.

More than 1,700 members were alerted via phone calls to potentially dangerous conditions nearby. A member call list – based on likely impacted areas – was created to provide notice of potential evacuations due to flooding, power outages and other storm related issues across the state.

All contacted members and voicemails were given information about:

- Nearest evacuation centers
- Local fire stations (for sandbags)
- Community services number 211 that has referrals to:
 - Physical and mental resources
 - Housing
 - Utility and food services
- findhelp social care network
- Member Services
- Nurse Advice Line and more

Though calls revealed that most members were prepared for the storm, all members were thankful to receive the calls. In fact, most members were surprised at getting a call from their health plan. Comments included:

“I appreciate you calling during times like these to offer help since I live alone. I feel like CalViva Health is a part of my family.”

“I appreciate CalViva calling to ensure that my father is doing well since he is elderly. I will be sure to call back if we need any assistance in the future.”

“I didn’t know that CalViva calls members during severe weather or emergencies. That is great!”

And many of the members mentioned that Health Net had, “Great customer service.”

Our quick response during this remarkable weather occurrence was just one more example of how we help our members through every stage – **and event** – of life!

California Students Find New Hope and Friendships on No One Eats Alone® Day

On February 16, more than 2,000 schools nationwide participated in [No One Eats Alone® Day](#), a prevention initiative to foster inclusion and a culture of belonging in middle schools. In California, Health Net and the [Centene Foundation](#) sponsored events to ensure no student felt alone during mealtimes.

“Social isolation has emerged as a significant concern in our society, with various studies highlighting its impact on mental and physical health,” said Amber Kemp, vice president, Medi-Cal regional lead at Health Net. “Partnering with Beyond Differences to support No One Eats Alone® Day allows us to encourage students to break out of their comfort zones, make new connections and foster a sense of community with their peers. This community building is essential to the overall well-being of our youth.”

[Social isolation has a negative impact](#) on the mental wellbeing of children. It can lead to issues such as depression, anxiety, self-harm, thoughts of suicide and higher chances of substance abuse. Beyond Differences found that when students learn about social isolation and get tools to connect with classmates, [nearly 85 percent](#) felt empowered to lead and create a culture of acceptance and belonging at their school.

The nonprofit organization [Beyond Differences](#)® established No One Eats Alone as an initiative to combat social isolation. This year, more than one million students participated in activities designed to teach them about social isolation and the negative impact it can have on health and academic performance. Students worked together on in-class lessons, interactive exercises and a creative art project that focused on stronger social connections to help make their schools better places of welcome and acceptance for all.

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