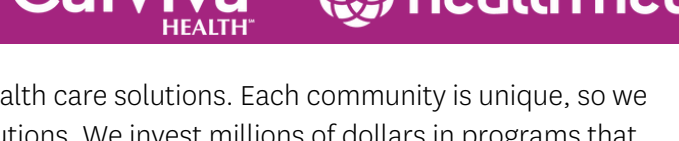




PROVIDER PULSE

WINTER 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.

QUALITY

CalViva Health Receives DHCS 2023 Quality Award

CalViva Health was proud to be the recipient of the Department of Health Care Services (DHCS) 2023 Quality Award at the annual DHCS Quality Awards Conference in Sacramento, California on October 18, 2023.

The DHCS recognized six health plans for enhancing the quality and health equity of Medi-Cal members throughout their life cycles and advancing whole-person quality improvement.

CalViva Health was recognized for high achievement on the Bold Goals aggregated quality factor score for the San Joaquin Valley Region. The Bold Goals are a DHCS initiative that, in partnership with stakeholders across the state, will help achieve significant improvements in Medi-Cal clinical and health equity outcomes by 2025.

COMMUNITY IMPACT

Health Net Voices Local Approach to Quality Improvement at NCQA Summit

The National Committee for Quality Assurance (NCQA) held its Innovation Summit the week of October 23, 2023 in Orlando, Florida. The Summit called on some of America's largest health plans and health networks that help to lead quality reform and expand focus on the future of health care innovation. The summit comprised groups from:

- Health plans
- Technology vendors
- Health systems
- Consult services
- Government agencies

Health Net's Vice President of Quality Management Cathi Misquitta, Quality Improvement Director Amy Wittig and Senior Manager of Quality Shekinah Wright were on-hand to share their knowledge of health care quality improvement. Their session titled, *A Hyper-Local, Targeted Approach to Improving Quality*, was part of the Results Though Relationships track at the summit.

The session focused on details of Quality EDGE (Evaluating Data to Generate Excellence), and how it's used to improve health care. Quality EDGE is a program that Health Net designed to better engage with our providers for quality improvement. Its structured process is based on teamwork and synergy to:

- Define main action items
- Create and maintain a best practices playbook
- Work with providers and gauge how ready they are to change processes and improve outcomes
- Apply change
- Track action plans and outcomes

Quality EDGE funding initiatives have covered:

- Provider call campaigns
- New equipment, supplies and materials
- Health education
- Marketing campaigns
- Office staff training
- After-hours office visits
- Enhanced Electronic Health Record systems
- Planning mobile mammography sessions and more

In fact, in 2022 **more than 200 Quality EDGE action items were funded**.

[Read full article](#)

Families Gear Up Against the Flu with “Smart” Thermometers

Health Net distributed 1,000 Kinsa smart [thermometers](#) to community-based organizations, especially those with family health programs. This includes nonprofits in the Central Valley to support their “mommy and me” health classes.

The thermometers use age, fever and symptoms to provide customized guidance to respond to illness right away. The guidance starts with the first sign of sickness and continues through recovery and beyond.

[Learn more here](#)

HEALTH EQUITY

Health Equity Starts With Trust – and the Right Numbers

People's lives come first when we think about health care. It's not just their physical and mental health. Our data tells us exactly who faces barriers – and why.

The good news: We're dialed into the why, which largely links to:

- Where they live
- Their access to nutritious food
- Their race/ethnicity and other key factors

Our focused data collection steers us toward the most at-risk communities. That's one way we can find the greatest differences. It's the lived experiences by the people in the communities we serve that tell us how to improve equity and how to make whole communities healthier.

[Learn more](#)



REDETERMINATION

Eight Los Angeles Organizations Receive Grants to Help Residents Stay on Medi-Cal

Health Net has awarded \$500,000 in grants to eight Los Angeles organizations to help increase outreach and education efforts about the Medi-Cal eligibility redetermination procedure.

To help residents keep their health coverage, it is critical that Medi-Cal enrollees are aware of upcoming deadlines and the available resources to guide them through the renewal process.

"We know that access to quality health care is directly correlated with better health outcomes for vulnerable populations," said Martha Santana-Chin, Medicare and Medi-Cal president at Health Net. "Health Net is working to ensure that all eligible Angelenos maintain their comprehensive health care benefits. These grants will help our longstanding community-based partners engage with residents to provide necessary resources."

[Read more](#)

Understand and Explain the Urgency of Redetermination Through Infographics

Through a new infographic resource you can now show current Medi-Cal members why redetermination matters. You can also help guide these members and their families on how they can stay covered.

See the [infographic](#) on our [Bridging the Divide website](#).

MEDI-CAL EXPANSION

Access to Medi-Cal Coverage Will Expand in 2024

On January 1, 2024, California will allow adults ages 26 through 49 to enroll in full-scope Medi-Cal, no matter their immigration status. All other Medi-Cal eligibility rules, including income limits, will still apply.

This new age guideline follows expansion for young adults 19 through 25 and adults 50 years of age and older.

An application for Medi-Cal will not affect immigration status, nor chances of permanent residency or citizenship. Health Net does not collect or report immigration status information.

Visit [keepyourbenefits.org](#) or the [Department of Health Care Services website](#) for more information.

2024 FOOTPRINT

Provider Preparation Underway for 2024 Presence and Contracts

The California Department of Health Care Services (DHCS) Medi-Cal contract transition **takes effect on January 1, 2024**.

Health Net will provide Medi-Cal managed care services in California counties that include:

- Los Angeles
- Sacramento
- Amador
- Calaveras
- Inyo
- Mono
- San Joaquin
- Stanislaus
- Tulare
- Tuolumne

Health Net also continues to serve CalViva Health members in Fresno, Kings, Madera counties, and Community Health Plan of Imperial Valley members in Imperial County, via other contractual arrangements.

For frequently asked questions (FAQs), announcements, information on upcoming trainings and webinars and more, visit: https://www.healthnet.com/content/healthnet/en_us/providers/working-with-hn/hn-provider-2024-medi-cal-transition.html

CaAIM

New Data: How You Can Use the Power of California's Community Health Workers, Promotoras and Community Health Representatives

Community Health Workers, Promotoras, and Community Health Representatives (CHW/P/R) are a **workforce of change agents** who often serve as the connectors between historically marginalized communities and essential care and resources. **They help improve health outcomes and equity but remain underestimated and under-resourced assets in the health care system.**

A major hurdle to support for CHW/P/Rs and benefits from their power is a lack of comprehensive data. That complicates the need for the proper funding, the workforce's voice and the broader care transformation.

Health Net, one of the largest Medi-Cal managed care plans in California, partnered with HealthBegins in 2023 to design and launch a statewide *CHW/P/R Employer Survey*. The survey findings reveal the full scope and scale of CHW/P/R work across the state and brings to light the magnitude of these workers' untapped potential.

This new data can help plans and providers across California understand the value of this workforce and prepare to expand its impact into the future.

[Read more](#)

Health Net Talks Children's Care Management at State Health Policy Conference

On September 6, the Westin Hotel Pasadena played host to the California State of Reform Health Policy Conference. Many were on hand to learn all they could about what happens at the junction of health care and politics. Breakout sessions took place that featured local health policy issues of interest to several Southern California counties.

One breakout session, *Implementing Case Management & CaAIM to Improve Children's Health* featured Health Net's own Senior Director of Systems of Care Nancy Wongvipat Kalev. Nancy joined fellow panel members to discuss how CaAIM's programs for children are being implemented. And how the programs offer great insight into our California children's unique needs and locales. Programs that include:

- Enhanced Care Management (ECM)
- Community Supports (CS)
- Community health workers (CHW)

"CaAIM's implementation for children and youth allows us to intervene upstream by supporting children and youth before they [have] complex physical, behavioral or developmental needs," Nancy said.

[Read full story](#)