



CALIFORNIA HEALTH & WELLNESS PLAN

**PROVIDER
PULSE**

FALL 2021



Welcome to the fall 2021 issue of the California Health & Wellness Plan (CHWP) Provider Pulse newsletter!

You're doing a great job, and we want to say thank **YOU!** Together, we can continue to improve quality, expand access to care and respond to the COVID-19 pandemic effectively.

In this issue of the *Provider Pulse*, see how our partnership is making a difference for members and providers throughout California, beginning with local communities and those who need it most.

Inside this issue:

- **Strategic quality improvement** with Quality EDGE.
- **Performance incentive payment totals**, updated for the full 2020 measurement year.
- **Better access to care** through health care data interoperability.
- **A population health update** on our work fighting COVID-19.
- **Significant grant funding** to support health equity, with a focus on local communities.

— Your California Health & Wellness Plan Provider Relations team

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PROVIDER

SATISFACTION Highlights

OPERATIONAL EXCELLENCE

Quality EDGE: Evaluating Data to Generate Excellence

QUALITY EDGE WILL IMPROVE MEMBER CARE WHILE HELPING YOU EARN QUALITY INCENTIVE REWARDS.

What is Quality EDGE?

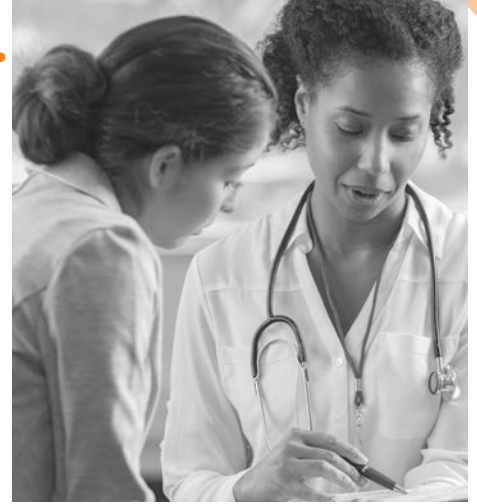
Quality EDGE is an enhanced, data-driven, standardized approach to quality improvement. With the goal of improving clinical quality and care for our members, CHWP created Quality EDGE to optimize problem solving, collaboration and outcomes measurement. We've taken existing processes and added enhanced reporting and new tools. This will help us better serve you as we collaborate on action plans to improve quality for our members.

What are the components of Quality EDGE?

Quality EDGE is more than a set of tools. It is a systematic process using teamwork and collaboration within the company and with providers to:

- Identify priority measures.
- Identify strategic approaches to improving quality.
- Work with providers to determine processes and targeted interventions to improve outcomes.
- Implement change.
- Monitor action plans and measure outcomes.

As we implement Quality EDGE, we plan to quickly spread what works so that, together, we can impact more lives.





2020 Measurement Year Provider Performance Incentive Payouts!

For our Medi-Cal incentive programs, updated payment totals shown below reflect performance for the entire MY2020 (measurement year 2020). In the summer 2021 issue of the Provider Pulse, we shared available interim totals.

The Medi-Cal incentive programs continue to reward our primary care physicians (PCPs), clinics and participating physician groups who partner with us to improve quality outcomes and access to care for members.

	HEDIS ^{®1} Improvement Program (HIP)	Clinic HEDIS Improvement Program (C-HIP)
Rewards available for participating providers	<p>MY2020 period summary</p> <p>Percentage of eligible providers earning rewards: 94%</p> <p>Total rewards paid: \$467,402.50</p> <p>Average rewards earned: \$5,564</p>	<p>MY2020 period summary</p> <p>Percentage of eligible providers earning rewards: 86%</p> <p>Total rewards paid: \$2.4 million</p> <p>Average rewards earned</p> <ul style="list-style-type: none"> • CHWP - \$18,777
Examples of program success	<p>73% – Total earnings increase compared to MY2019.</p> <p>\$76,177 – Additional payment sent to assist with COVID-19-impacted providers.</p>	<p>4% – Increase in the number of eligible providers compared to MY2019.</p> <p>\$481,236 – Additional payment sent to assist with COVID-19-impacted providers.</p>

¹Healthcare Effectiveness Data and Information Set



Medi-Cal Redetermination is Coming Up!

Medi-Cal patients must verify their eligibility every year to continue their coverage.

Your Medi-Cal patients may need your help once the verification process begins. Watch for more information in the winter 2022 *Provider Pulse* newsletter.

POPULATION

HEALTH in Focus:

LEARN HOW CHWP CONTINUES WORKING TO MAKE A DIFFERENCE BY ADDRESSING THESE KEY AREAS

Responding to COVID-19

Health Net and CHWP Put Boots on the Ground to Combat COVID-19 Vaccine Hesitancy

Health Net and CHWP continue to launch and support efforts to deliver COVID-19 vaccines to some of the state’s hardest hit and traditionally underserved communities. Over the past six months, we’ve partnered with counties and providers to host **90+ COVID-19 vaccination clinics, with our mobile RV’s and nurses bringing resources directly to residents. To date, we’ve administered more than 9,600 COVID-19 vaccinations.**



Watch a short [video](#) featuring Dr. Ramiro Zúñiga, vice president, medical director, on the importance of COVID-19 vaccines.

Interoperability Enhances Members’ Connection to Health Care Access

MEMBERS CAN DOWNLOAD THE APP WITH THEIR HEALTH INFORMATION TO THEIR PHONE.

The interoperability solution consolidates a member’s medical information into one place!

Easier access to health information allows Medi-Cal members to manage their health faster and more effectively, while also providing available health care resources.

Members have the ability to take their health information with them as they move from different health plans and providers, thus:

- Empowering members to make better decisions regarding their health.
- Enabling providers with a more holistic picture of a member’s health.
- Reducing health care costs through increased efficiency.

(continued)

Interoperability Enhances Members' Connection to Health Care Access (cont.)

Under federal rules passed last year, health care enterprises must apply industry-wide standards and implement innovative technology solutions to share data. These standards make it easier for a member to access their complete health history on their mobile device. Information can provide insights, including the frequency and types of care provided, medication history, and the evolution and adherence to a care plan, all supporting better health outcomes.

Members can also use the application to find a provider or specialist via the latest directory. Providers can use the member's past information to diagnose and ensure that the member receives the best care.

For more information, refer to provider update [21-553m](#), *Interoperability Connects You, Your Patients and Health Plans*, distributed July 30, 2021.

Interoperability – here's what you must do:

The Centers for Medicare and Medicaid Services' Interoperability Rule has **three main areas of focus** for providers. They are to ensure you properly support digital patient access to health care information.

Information blocking prevention:

- Put policies and procedures in place to help prevent information-blocking practices. This includes any practice that interferes with the access, exchange or use of electronic health information.

Up-to-date digital provider information:

- Add your digital contact information online to your National Plan and Provider Enumeration System records. Work with your electronic health record vendors to ensure your digital and National Provider Identifier (NPI) information are always current.

Condition of participation compliance:

- Applies to all hospitals – Send electronic notifications to a patient's health care provider (e.g., PCP) upon the patient's admission, discharge or transfer.

Member Success Story: A Member is Grateful for a CHWP Clinical Pharmacist's Help with Medication and Diabetes Management

A CHWP member presented in the emergency room. The member was COVID-19 positive and had hyperglycemia. COVID-19 symptoms had resolved, but the member felt uneasy and dizzy, and had returned to the emergency room.

The member was taking metformin and glimepiride for type 2 diabetes but chose to stop taking metformin due to diarrhea. The member ran out of glimepiride and had a glucose level above 300, which caused an extreme headache. The member received a prescription for medications for the headache but not a glimepiride refill.

The CHWP clinical pharmacist took action with these interventions:

- Asked if the member took metformin with meals. The member advised they did.
- Asked if the member had informed their provider that they stopped taking metformin. The member advised that they did not.
- Called the provider's office and scheduled the earliest phone appointment for diabetes for the next day. Also, the pharmacist informed them that the member had stopped taking metformin and needed to discuss an alternative plan. Asked for a courtesy refill of glimepiride.
- Called the pharmacy to ask for courtesy two-day supply of glimepiride. The pharmacy advised that they would get it ready. Called again two hours later; the pharmacy advised they had received a courtesy refill from the provider and would fill it.
- Called the member to let them know that the prescription would be ready. The member advised that their spouse would pick it up after work.
- Reviewed COVID-19 safety precautions and vaccine information with member.
- Educated the member on when they can get the vaccine after COVID-19 symptom resolution. The member advised they would be ready to take the vaccine and thanked us for the information and guidance.

The member was very thankful that CHWP made the effort to call the pharmacy and provider to help coordinate care and make sure the member gets back on track with medications and managing diabetes.



ENGAGING

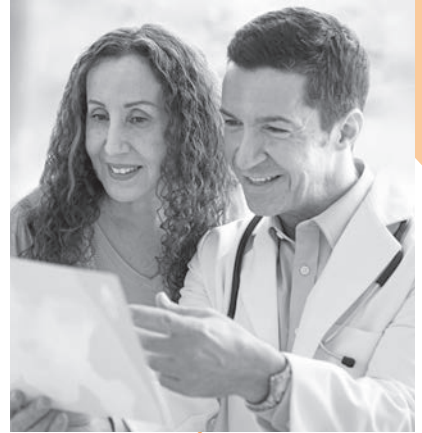
Our COMMUNITIES

YOU, YOUR COMMUNITY AND YOUR PATIENTS HAVE OUR SUPPORT!

Our partners know their communities best, which is why we work hand-in-hand with local partners – county agencies, community clinics, hospitals and our education and justice system – to transform communities by developing and funding localized programs and solutions that improve health one person at a time.

A Partner in CalAIM – Health Net’s Efforts to Prepare for System Transformation

The California Advancing and Innovating Medi-Cal ([CalAIM](#)) Initiative is a multi-year initiative by the [California Department of Health Care Services](#) (DHCS) to implement broad delivery system, program and payment reform across the Medi-Cal program. Recognizing our responsibility as one of the state’s longest-serving and most experienced Medi-Cal partners, Health Net is committed to ensuring CalAIM’s successful implementation and continues our rigorous process to prepare for implementation that will improve quality of care and health equity for all Medi-Cal members.



CalAIM Readiness – Snapshot of our actions to date



• County and health plan engagement

- Proactively engaging with counties to ensure successful implementation of CalAIM.
- Collaborating with local health plans to reduce the administrative burden of implementation – and align on provider networks.
- Partnering with plans statewide to agree and align on “enhanced care management” (ECM) benefit provider application.



• Provider engagement

- Partnering with organizations, including CSAC Financial Corporation, to host free CalAIM 101 webinars.
- Ongoing strategic planning meetings with providers to define ECM/Community Supports (formerly “In Lieu of Services” [ILOS]) providers' role and capacity. For more information about ECM and Community Supports, please see the article, “Better Care and Improved Access with a New, Community-Based Benefit and Services Benefit.”
- In the process of planning ECM/Community Supports feedback sessions with Tribal Health Partners, Community Health Centers, Homeless Taskforce and Continuum of Care Organizations.



• Members

- Creating a process to identify Community Supports being accessed by the transitioning Health Homes program and Whole Person Care Pilots program members to ensure smooth continuity of care.
- Implementing information technology (IT) upgrades and design work to ensure our systems are able to exchange and capture information to facilitate ECM and Community Supports services post-implementation.

Learn more about CalAIM [here](#).

Better Care and Improved Access with a New, Community-Based Benefit and Services Benefit

CHWP is launching a new benefit and service in 2022 called Enhanced Care Management (ECM) and Community Supports. Each reflect our commitment to increase access to quality care and help improve the health of the people and communities we serve.

ECM – This is a whole-person, interdisciplinary approach to comprehensive care management that addresses the clinical and non-clinical needs of high-cost, high-need managed care members. It will do this through systematic coordination of services that is community-based, interdisciplinary, high-touch and person-centered.

Community Supports – Medically appropriate and cost-effective alternatives to services covered under the state plan.

How does this new benefit work?

CHWP will partner with community clinics and community-based organizations to provide a full range of services to address needs related to physical health, behavioral health, social services, and community-based long-term services and supports. We will assign a care coordinator who is responsible for providing comprehensive care coordination across the multiple delivery systems. The coordinator can assist the member in finding and applying for community programs and services, such as food and housing.

When will eligible members have access to ECM benefits?

In January 2022, CHWP will go-live with ECM in Imperial, Placer and Mariposa counties.

In July 2022, CHWP will go-live with ECM in Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glen, Inyo, Mono, Nevada, Plumas, Sierra, Sutter, Tehama, Tuolumne and Yuba counties.

For more information about ECM and Community Supports, visit the DHCS website at dhcs.ca.gov/enhancedcaremanagementandinlieuofservices.

Centene Announces \$1 Million Matching Pledge to Hispanic Family Equity Fund

Centene, Health Net's parent company, [has pledged](#) to match the first \$1 million in corporate donations to the [Hispanic Family Equity Fund](#). The fund, launched in partnership with the [Healthy Americas Foundation](#) (HAF), is dedicated to addressing inequities experienced by the Hispanic community during the pandemic, and supporting Hispanic families' recovery post-pandemic.

"By investing directly in communities and bolstering resources at the local level, the Healthy Americas Foundation can best meet the needs of Hispanic families," said Jane L. Delgado, PhD, MS, president and CEO of the Healthy Americas Foundation. "We look forward to working with Centene to ensure more equitable outcomes in the Hispanic community and are grateful for their support of the Fund. With so much now at stake for Hispanics, inaction cannot and will not be an option."

Responding to COVID-19

Medi-Cal Members Can Get a Lyft Pass for Health Care Transportation

CHWP continues to support providers, members and our community throughout the COVID-19 pandemic – including efforts to ensure all Californians have access to vaccines.

Reliable transportation is a common barrier many Medi-Cal patients face with access to health care – including vaccinations. To help Californians obtain access to a COVID-19 vaccine, Centene, CHWP's parent company, has partnered with [Lyft Pass for Healthcare](#) to supply Lyft passes to all eligible members in need of transportation to a vaccination appointment.

To help members obtain a Lyft Pass, visit [Lyft Pass](#).



MARKET SPOTLIGHT

OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

Martha Santana-Chin Earns Prestigious Award from the Los Angeles Business Journal

Martha Santana-Chin, Medi-Cal President of Health Net, has been named “Insurance Executive of the Year” by the Los Angeles Business Journal. Martha’s principled leadership has driven real progress

in expanding to quality care for local residents and Health Net members during the national pandemic. Her commitment to advancing health equity is what helps us improve the health of our

community one person at a time. Join us in congratulating Martha on this notable achievement! Read our [news release](#) to learn more.

Newsweek Names Health Net to Annual “America’s Best Customer Service” Ranking

The prestigious annual report is co-presented by Newsweek and Statista Inc., the world-leading statistics portal and industry ranking provider.

Newsweek has named Health Net to the publisher’s annual “America’s Best Customer Service” ranking among health insurance plans.

This is the second time Health Net’s excellent customer service has been recognized by external panels

in 2021. In July, Health Net was also ranked highest for customer service among Health Insurers in Forrester’s proprietary 2021 US Customer Experience Index (CX Index™) [survey](#). The ranking was based on responses from more than

85,000 U.S. survey respondents from 13 U.S. industries, including health care plans.

View the full [news release](#) to learn more about this most recent award.

Launching Bridging the Divide: Health Net’s Information Portal

As Californian’s trusted Medi-Cal partner, Health Net recently launched a new website, [Bridging the Divide](#), dedicated to sharing critical insights and information on expanding access, driving equity and delivering care to our most vulnerable residents.

[Bridging the Divide](#) is designed to serve as an important portal – not only sharing Health Net’s programs, services and local investments but also featuring key learnings and recommendations gleaned from decades of experience in government-sponsored health care. Key areas include population

health, workforce development, health equity, access, quality, innovation, behavioral health, children and food security, and much more.

To view the full set of recommendations and obtain more information, read the report and fact sheet on [Bridging the Divide](#).



CHWP Participates in a Webinar About CalAIM and County Impacts

As California envisions the future of Medi-Cal under CalAIM Health Net and CHWP will be there as a trusted partner every step of the way. Together, we will bridge the divide to quality care and improve health equity for all.

Sydney Turner, manager of health policy for CHWP and Health Net, was among several public health experts who gathered virtually on April 14 to discuss the CalAIM

program. This webinar was hosted by **CSAC Finance Corporation** and focused on CalAIM and County Impacts. CalAIM is a multi-year initiative by the **California Department of Health Care Services** to improve the quality of life and health outcomes of Medi-Cal enrollees.

CalAIM seeks to simplify and streamline the Medi-Cal program, including county behavioral health,

county social services eligibility functions and initiatives focused on children, foster youth and those who are homeless or incarcerated. Key goals include promoting whole person care, reducing program complexity and modernizing the delivery system.

To listen to the recording, please click [here](#). You can get the slide deck from the presentation by clicking [here](#).

New Report and Helpful Resource: Lessons to Improve Health Equity

Health Net has released a unique, [new report](#) on health equity that serves as an important resource for the Medi-Cal and greater health care community.

Driven by various social determinants, Medi-Cal enrollees often experience disparities at a higher rate. Health Net understands that the needs of Medi-Cal patients are as diverse as the population itself and recognizes our responsibility to advance health equity.

Since 2017, Health Net has invested more than **\$93 million to support 500 community-based organizations** to bridge the divide in access, equity and quality of care. Through our community partnerships, programs, interventions and grants, Health Net has identified emerging lessons and developed associated

recommendations that can be applied across the health care system to increase health equity – especially within the state’s Medi-Cal population – all captured in the report.

Emerging recommendations include:

- Implement multi-faceted interventions;
- Recognize that community-based resources drive the greatest impact;
- Understand that cultural competency is key and use opportunities to educate and support our providers in this area; and
- Leverage both qualitative and quantitative data to advance health equity work and drive meaningful outcomes, intentionally grounding approaches in lived experiences.

To view the full set of recommendations and obtain more information, read the report and fact sheet on [Bridging the Divide](#), and read our [press release](#).



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