



CALIFORNIA HEALTH & WELLNESS PLAN

P R O V I D E R

PULSE

WINTER 2022



california
health & wellness™

Your best year yet!

Welcome to the winter 2022 issue of the California Health & Wellness Plan (CHWP) *Provider Pulse* newsletter!

Your CHWP Provider Relations team is by your side as you step into the new year. We're looking forward to working together to help you, your practice and fellow staff members prosper and embrace opportunities and challenges.

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:

- **Are you using Cozeva®?**
- **The 2021 Physician Summit Awards** – Find out who won!
- **180 vaccination events** with RVax180!
- **Get ready for CalAIM** with provider training.
- **Significant grant funding** to support youth, with a focus on local communities as we bridge the divide to promote health equity.

— Your CHWP Provider Relations team

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OPERATIONAL EXCELLENCE

Make HEDIS® Performance Easy with Cozeva®

Together with Cozeva, we can support a healthy community one member at a time.

WHAT IS COZEVA?

In early 2020, CHWP rolled out a web-based platform to help providers stay engaged in Healthcare Effectiveness Data and Information Set (HEDIS®) performance and raise county benchmarks. The Cozeva® platform gives providers a bird's-eye view of members who need preventive care and chronic disease management services, as well as timely insights into member care transitions from emergent and inpatient settings. The system is user-friendly and provides an at-a-glance color coding system that shows providers which members are due for routine screenings or immunizations.

View a **recorded training webinar** to learn more.

START USING COZEVA NOW!

Start using Cozeva to identify any data gaps/discrepancies that exist with CHWP. Submit missing records as supplemental data where necessary to address those gaps by February 4, 2022.

Cozeva is available at no cost to CHWP primary care physicians and clinic providers, as well as to independent practice associations. There is no limit to the number of accounts that can be set up for a provider office.

For more information on Cozeva, please contact your assigned Provider Relations representative or email CHWP_Provider_Relations@centene.com.





Cardiac + Diabetes: CHWP's Stroke and Heart Attack Prevention Initiative

CHWP's innovative population health approach, Cardiac + Diabetes, utilizes a polychronic focus to disease management for members with multiple coexisting comorbidities.

Across the nation, diabetes affects more than 30 million people and is the seventh leading cause of death.¹ If not properly managed, it can lead to renal, vision and hearing impairment, and cardiovascular disease. If complicated with other chronic comorbid conditions like high blood pressure and coronary artery disease, care utilization is very high. This, in turn, affects the patient's quality of life and presents a challenge when navigating the health care system. Utilization is primarily around pharmacy, inpatient and emergency room costs.

THE PROGRAM GOALS INCLUDE:

- Timely intervention.
- A focus on prevention and developing wellness into the lifestyle.
- Using evidence-based strategies to incorporate best practices.

HOW:

- Outreach to high-risk members with diabetes, coronary artery disease and high blood pressure. Outreach consists of live calls, interactive voice response (IVR) calls, email, mail and cell phone text messaging. IVR calls typically have an interactive script for the member if the member answers the phone. Otherwise, the member receives a short, prerecorded and Health Insurance Portability and Accountability Act- (HIPAA-) compliant voicemail message with a number that the member can use to call back.

¹www.diabetes.org. American Diabetes Association.

ENGAGING

Our COMMUNITIES



You, your patients and your community 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.

Peer Recognition: Find Out Who Won!

We promote better health outcomes by recognizing quality providers. Read on to find out who received 2021 awards. *You can be the next winner!*

2021 SUMMIT AWARDS FOR QUALITY CARE

The Centene Foundation for Quality Healthcare sponsors the Summit Awards to recognize providers for outstanding service, high quality of care and the best in quality medical delivery. We identify winners using quality-based criteria and recognize them through:

- A national press release.
- A CHWP-regional press release.
- An engraved, crystal award.
- A catered luncheon for the provider's office.

2021 Awardees

- Dr. Ameen Alshareef
- Dr. Vincent V. Soun
- Dr. Luz Palma Tristan
- Ampla Health
- Chapa-De Indian Health
- Clinicas De Salud Del Pueblo
- Imperial Valley Family Care
- Lassen Medical Group
- Northern Valley Indian Health
- Stallant Health

Watch a video of the **awards ceremony** on YouTube at youtube.com/watch?v=4vmjCWhRx_w.



RVax180: Vaccination Outreach Is Underway!

Californians can get a COVID-19 vaccination or flu shot easily, thanks to Health Net's RVax180 initiative. The initiative's goal is 180 vaccination outreach events over 12 months.

More than 110 events have already been completed since April 2021, administering more than 12,000 vaccinations. Events range from providing an RV for vaccine administration to arranging for providers to administer the vaccines.

COVID-19 clinics are based in counties with the highest rates of unvaccinated Health Net Medi-Cal members.

Watch for our RVax vehicles at more events near you in 2022!



New RVax vehicles give more people access to COVID-19 vaccines

Health Net's new recreational vehicles, dubbed RVaxes, will be on the road across the state to provide more people with access to the COVID-19 vaccines.

Each van has three private workspaces for vaccine administration.



OPERATIONAL HIGHLIGHTS AND INSIGHT INTO THE LATEST NEWS!

CalAIM Provider Training

CalAIM (California Advancing and Innovating Medi-Cal) is a multi-year initiative by the Department of Health Care Services (DHCS) to improve the quality of life and health outcomes of our population by implementing broad delivery system, and program and payment reform across the Medi-Cal program.

WEBINAR TOPICS

Our training program is designed to ensure the successful deployment of CalAIM. Trainings cover the following topics:

- General managed care 101 overview and how it impacts CalAIM.
- Member engagement and data sharing process with CHWP for Enhanced Care Management (ECM).
- Referrals, authorization and claims process for ECM and Community Supports.
- And more.

WEREN'T ABLE TO ATTEND A TRAINING? ACCESS THESE RECORDINGS.

Instructions how to [access recordings](#) (PDF)

- **California Health & Wellness Managed Care 101**
- **ECM Member Engagement and Data Sharing**
- **California Health & Wellness ECM/Community Supports Overview for Existing Providers**
- **California Health & Wellness Community Supports Referrals, Auths and Claims**
- **California Health & Wellness ECM Referrals, Auths and Claims**
- **Findhelp overview for CalAIM providers**



Health Equity in Rural California: Dr. Ramiro Zúñiga is Featured on “This is Rural Health”

Dr. Ramiro Zúñiga, vice president and medical director for Health Net and CHWP, was recently featured on “This is Rural Health,” a podcast from the California State Rural Health Association. In this episode, Dr. Zúñiga discussed health equity in rural California and provided an insider’s look at Health Net/CHWP’s innovative program, **Bridging the Divide**, and how the Health Net/CHWP team is navigating the challenges of serving 31 counties across California during the COVID-19 pandemic.

Listen to the episode [here](#).

Health Net's Ongoing Grants to Youth Programs: More than \$1.5 Million since 2017

Since 2017, Health Net has awarded more than \$1.5 million in grants to children's programs in local California communities. These grants inform, educate and support localized programs. They are one key to Health Net's whole-person health model of care that aligns with the DHCS and aims to help kids with complex issues related to physical, behavioral and oral care needs, such as:

- Chronic health conditions.
- Ongoing preventive care.
- Dental needs.
- Mental health.
- California Child Services and foster care transition.

Get details on these grants and programs on our **Bridging the Divide** website at **bridgingthedivideca.com**. Visit the **Resource page** and view the recent **Fact Sheet**.



NCQA Awards Health Net its Distinction in Multicultural Health Care

The National Committee for Quality Assurance recently recognized Health Net with its Multicultural Health Care Distinction award for Health Net's Commercial, Medicare and Medicaid lines of business, effective November 29, 2021–November 29, 2023. Health Net has received the distinction since 2011.

Health Net's focus and achievements have also earned accolades from DHCS and third parties, like the National Business Group on Health.



Wellcare By Health Net Medicare Advantage Plans in California Earn 4-Star Rating in Annual CMS Star Quality Ratings

Wellcare By Health Net recently announced that two of its Medicare contracts in California received a 4-Star Rating (out of a possible five stars) from the Centers for Medicare & Medicaid Services (CMS) annual Star Quality Ratings.

“This recognition proves again that the experience, empathy and expertise we offer our members is part of what they need to live healthier lives. At every phase of the health care journey – whether inbound or outbound – we meet our members where they are, with their unique challenges, and then work to remove their barriers to care,” said Brian Ternan, plan president and CEO of Health Net and Wellcare’s Medicare plan in California.

To learn more, read the full [press release](#).

“Our recent Star Ratings reflect our commitment to improving the health and wellbeing of our Medicare members across California,”

– Brian Ternan, plan president and CEO of Health Net and Wellcare’s Medicare plan in California.

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