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Welcome to the network!

Dear Medi-Cal Participating Provider:

Welcome to our network serving Health Net* Medi-Cal members in California. Together, we can meet the health care needs of our members. Use the online resources referenced in this letter to better understand and adhere to policies and procedures in accordance with your *Provider Participation Agreement (PPA)*.

Complete mandatory Health Net new provider training and submit attestation by January 5, 2024

As a Medi-Cal behavioral health provider, you must complete Health Net's required Medi-Cal training. Follow the steps below to complete the training, and sign and return the training attestation form before you can be included in Health Net's system of record with an active status date.

1. Go to provider.healthnet.com; under Resources For You, select *New Provider Welcome Packets > Health Net Medi-Cal New Provider Resources*.
2. Complete the **Health Net New Provider Training Guide 2023 (PDF)** training.
3. Sign and return the ***Certificate of New Provider Training form (PDF)*** by email to HN_Provider_Relations@healthnet.com **by January 5, 2024**. Staff members cannot sign the form on behalf of a provider and providers cannot waive required trainings.

Each physician in the office must complete the training and separately submit their own attestation form.

The provider training will help you learn about critical Health Net functions, such as providing or referring members for specific services and submitting claims, member grievances, etc.

On-demand recorded version of the live webinars

To view current and recorded webinars and training materials at any time, visit provider.healthnet.com and select *Provider Training Calendar* under Provider Support. Provider webinar topics include Model of Care (MOC), Special Needs and Cultural Competency, and more.

In-person or virtual training is an option

Provider Relations is available to train you and your staff in person or virtually. Please email your training request to hn_provider_relations@healthnet.com, and be sure to include your complete name, address and a contact number.

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Resources to help you care for your Medi-Cal members

You can find the educational materials listed below online. These can help you and your staff become familiar with the Medi-Cal line of business at provider.healthnet.com > *Resources for you* > *New Provider Welcome Packets*.

- **Medi-Cal Operations Guide**
This guide is an overview of the Medi-Cal managed care plan. Key topics include basic information about public health programs, Medi-Cal services, physician responsibilities for coordinating patient care, and providing health services. It supplements the comprehensive operations manuals available in the Provider Library at providerlibrary.healthnetcalifornia.com.
- **Save Time Navigating the Provider Portal brochure**
You can submit claims, verify member eligibility, request prior authorization, get reports, search the Provider Library and access resources in the provider portal. This brochure describes tools and provides instructions on how to register for and manage a website account.
- **Important Information and Support to Help You Provide the Best Care flyer**
Learn about Health Net's multifaceted Quality Management program, including access standards, quality measures and safety reporting, utilization management, wellness and chronic conditions, and more. Go online at providerlibrary.healthnetcalifornia.com, select *Medi-Cal*, then *Quality Management Program and Resources* on the left-hand side.
- **No-cost Interpreter Services flyer**
Telephone and onsite medical interpreter services are available at no cost to you or members. Refer to this flyer for more information.
- **Better Communication, Better Care: Provider Tools to Care for Diverse Populations toolkit**
Get tools and resources in this toolkit to care for and interact with diverse populations.
- **Medi-Cal Member Rights and Responsibilities flyer**
Learn about the member's relationships with the Health Plan and its providers.
- **Certificate of New Provider Training form**
Physicians and other providers must sign the form to attest that they have received Health Net's required Medi-Cal trainings.
- **Health Net New Provider Training Guide and Health Net New and Ongoing Provider Training Guide**
The training deck is a high-level overview of the Plan's policies, procedures, contacts and other important information. The deck helps physicians and other providers learn how to navigate the Plan resources and tools.

CalAIM Resources for Providers page online

Learn about important new benefits and services available under California Advancing and Innovating Medi-Cal (CalAIM), a multi-year initiative by the California Department of Health Care Services (DHCS), to improve the quality of life and health outcomes of Medi-Cal members. Examples include:

- **Enhanced Care Management (ECM) benefit** – a Medi-Cal managed care benefit that addresses clinical and non-clinical needs of high-need individuals through the coordination of services and comprehensive care management.
- **Community Supports** – Services provided by Health Net to help Medi-Cal members' health-related social needs, to live healthier lives, and avoid higher, costlier levels of care. There are 14 DHCS pre-approved CS services that address asthma remediation, medically tailored meals, homelessness and



housing supportive services, recuperative care and other transitional support services to keep members living in the community and in the most unrestrictive setting of care.

- Coverage and reimbursement for Community Health Worker Services, Doula Services, Street Medicine, and more!

You can find general CalAIM information, trainings, forms and tools, frequently asked questions, provider communications and more at www.healthnet.com/providers/CalAIM.

Call with any questions

We appreciate your participation. If you have questions about the referenced materials, or need more information, contact the Health Net Medi-Cal Provider Services Center at 800-675-6110.

Sincerely,

Martha Santana-Chin
Medicare and Medi-Cal President