

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

AUGUST 27, 2020

UPDATE 20-663

3 PAGES

## Help Your Patients Feel Safe and Learn How We've Done the Same

Join us in reassuring your patients it is safe and important to seek care during COVID-19

During the past few months, Health Net\* has been in continuous communication with Health Net members as well as participating providers on COVID-19-related information.

In addition to providing important information, our goal is to ensure members:

- Are educated about COVID-19.
- Know the importance of continuing to see their primary care provider.
- Are aware of their telehealth options.

Our goal is also to ensure that our providers have:

- Their questions answered about COVID-19.
- Have the tools they need to reassure patients that it is safe and important to seek preventative care including any recommended testing.

### Ideas and resources you can use to comfort your patients

Use these tools, resources and guidance to encourage your patients to feel comfortable when coming in for an office visit.

#### What to expect during visits?

To help and encourage your patients to feel comfortable while seeking care during COVID-19, try outlining what they can expect at their visit including:

1. COVID-19 prescreening and what to expect.
2. Mask protocols and requirements for your office.
3. How to check in.
4. Disinfectant protocols once on site.
5. Waiting process.
6. Providing payment methods.
7. Moving through the building.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES

provider\_services@healthnet.com

**EnhancedCare PPO (IFP)**

1-844-463-8188

provider.healthnetcalifornia.com

**EnhancedCare PPO (SBG)**

1-844-463-8188

provider.healthnet.com

**Health Net Employer Group HMO, POS, HSP, PPO, & EPO**

1-800-641-7761

provider.healthnet.com

**IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO**

1-888-926-2164

provider.healthnetcalifornia.com

**Medicare (individual)**

1-800-929-9224

provider.healthnetcalifornia.com

**Medicare (employer group)**

1-800-929-9224

provider.healthnet.com

**Medi-Cal – 1-800-675-6110**

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

\*Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments. OTH045902EW00 (8/20)

---

## Patients' telehealth options

If your patient is still uncomfortable coming in for a visit, remind them of the availability of telehealth services. Patients can visit [www.healthnet.com](http://www.healthnet.com) > *COVID-19 Updates* > *Member FAQs* to obtain information on telehealth services.

## Learn about *Don't Wait Vaccinate Campaign*

During this time more than ever, it is critical that your patients are aware of the importance of continuing their vaccination schedule for infants, toddlers and adults. The California campaign on immunization provides good resources on how you can educate your patients about the importance of vaccination and not waiting. Visit [www.immunizeca.org](http://www.immunizeca.org) > *Don't Wait Vaccinate Campaign* > download the complete toolkit or various information pieces, as needed.

## Additional resources on how to help your patients feel safe

For additional information, resource tips and letter templates on how you can help your patients feel safe coming in for a visit, refer to [www.advisory.com](http://www.advisory.com). In the Quick Search box type *Communicating with Patients amid COVID-19*.

## What we have communicated to your patients about COVID-19

Health Net members can obtain information on symptoms, testing and treatment, cost and coverage, payment and financial information as well as social and emotional support on the Health Net member portal at [www.healthnet.com](http://www.healthnet.com) under *COVID-19 Updates* > *Member FAQs*.

## Communications

The communications distributed to Health Net members regarding COVID-19 and resources include:

- 1 Providing information on what members need to know about COVID-19.
- 2 Reminding members that their primary care provider is more important now than ever.
- 3 The availability of telehealth options.
- 4 How to avoid COVID-19 by taking preventive steps.
- 5 Cost sharing and more relaxed restrictions during this time to assist members get the care they need.

## Health Net Community Connect (Aunt Bertha)

Members have been informed about the Aunt Bertha web portal. Aunt Bertha helps members find social services in their area. New programs are being added daily. To find programs and services that are set up to help with COVID-19 related needs member can go to:

1. [healthnet.auntbertha.com](http://healthnet.auntbertha.com).
2. Enter their ZIP code.
3. Type in "COVID-19" in the search window.

## myStrength program

myStrength is a free and dynamic and personalized website that offers clinically proven mental health applications and tailored wellness resources to help with mental health challenges. If a member is struggling with mental health or simply needs a lift, advise the member to visit [www.myStrength.com](http://www.myStrength.com) to access and sign up for the online program. Once members are registered online, they can also use their user name and password to log in to the myStrength mobile app.

1. [www.myStrength.com/hnwell](http://www.myStrength.com/hnwell) for commercial and Medicare members (HMO, POS, HSP, PPO, EPO, and Medicare Advantage) or [www.myStrength.com/hnmedical](http://www.myStrength.com/hnmedical) for Medi-Cal members.
2. *Sign Up*.
3. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

---

## The tools and materials we have available for you

To access pertinent information regarding COVID-19, visit Health Net's provider portal at [provider.healthnet.com](http://provider.healthnet.com) under *COVID-19 Updates > Health Net Alerts*. Topics on this website consist of:

- 1 Questions and answers for providers regarding COVID-19.
- 2 Support program to assist providers with grant writing.
- 3 Resources available to providers for requesting personal protective equipment (PPE).
- 4 COVID-19 testing and screening billing information.
- 5 Telehealth guidance, vendors and other resources supporting primary services.

## Additional Information

If you have questions regarding the information contained in this update, contact the applicable Health Net Provider Services Center within 60 days at:

Line of Business	Telephone Number	Provider Portal	Email Address
<b>ENHANCEDCARE PPO (IFP)</b>	1-844-463-8188	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	<a href="mailto:provider_services@healthnet.com">provider_services@healthnet.com</a>
<b>ENHANCEDCARE PPO (SBG)</b>	1-844-463-8188	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
<b>HEALTH NET EMPLOYER GROUP HMO, POS, HSP, PPO, &amp; EPO</b>	1-800-641-7761	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
<b>IFP (COMMUNITYCARE HMO, PPO, PURECARE HSP, PURECARE One EPO)</b>	1-888-926-2164	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
<b>MEDICARE (INDIVIDUAL)</b>	1-800-929-9224	<a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>	
<b>MEDICARE (EMPLOYER GROUP)</b>	1-800-929-9224	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	
<b>MEDI-CAL</b>	1-800-675-6110	<a href="http://provider.healthnet.com">provider.healthnet.com</a>	N/A