

# PROVIDER Update



NEWS & ANNOUNCEMENTS

JULY 29, 2022

UPDATE 22-598m

2 PAGES

## Cal MediConnect Enrollees Can Access CalAIM Community Supports Services

### Eligible Cal MediConnect enrollees live in Los Angeles or San Diego counties

As a reminder, the Department of Health Care Services' California Advancing and Innovating Medi-Cal (CalAIM) program addresses social determinants of health (SDOH) and advances health equity. On January 1, 2022, two components within CalAIM, Enhanced Care Management and Community Supports, rolled out. **Only the Community Supports component applies for Cal MediConnect enrollees.**

#### Community Supports services

Community Supports services allow members to receive care in locations where they feel most comfortable and keep them in their home or community. There are 14 Community Supports services that are optional to members and will be available at different times during the implementation of CalAIM in 2022–2027. The services can include:

- Asthma remediation
- Community transition services/nursing facility transition services to a home
- Day habilitation programs
- Home modifications
- Housing deposit
- Housing tenancy and sustaining services
- Housing transition navigation
- Medically tailored meals
- Nursing facility transition/diversion to assisted living facilities
- Personal care services and homemaker services
- Recuperative care
- Respite services
- Short-term post-hospitalization housing
- Sobering centers

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

#### LINES OF BUSINESS:

- IFP
  - Ambetter HMO
  - Ambetter EPO
  - Ambetter HSP
- Employer Group
  - HMO/POS/HSP
  - EPO
  - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
  - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

provider\_services@healthnet.com  
Los Angeles County – 855-464-3571  
San Diego County – 855-464-3572

#### PROVIDER PORTAL

provider.healthnetcalifornia.com

#### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

#### Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [provider.healthnet.com](https://provider.healthnet.com) > [COVID-19 Updates](#) > [Health Net Alerts](#), you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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## How to refer an enrollee

Use the below resource to connect enrollees to financial assistance, food pantries, housing services, medical care and other no-cost or reduced-cost help:

- **Use findhelp (formerly known as Aunt Bertha):** Visit [communitysupportsecm.findhelp.com](http://communitysupportsecm.findhelp.com) to search for Community Supports programs and/or no-cost or low-cost, direct services to support enrollees with SDOH needs. The platform makes it easy to use to refer enrollees to Community Supports providers and close the loop on referrals.

Follow the steps below to create an account.

- 1 Click *Sign Up* at the top right-hand corner.
- 2 Fill in your information and create a password.

Have an account? Log-in and begin a search.

- 1 Enter a ZIP Code and click *Search*.
- 2 Choose a topic from the top, then select a subtopic. Services vary based on the ZIP Code.
- 3 Select the Community Supports provider or service that best meets the enrollee's needs.

- **Use the provider directory:** If you identify an enrollee who qualifies for Community Supports, use the provider directory to identify a Community Supports provider to refer the enrollee to, and contact the Community Supports provider based on the directory contact information to provide the enrollee's information.

To view the directory, go to [www.healthnet.com](http://www.healthnet.com) > *Members* > *Medi-Cal Members* > *Provider directory*.

- **Community Supports Authorization Guides:** More information is available on the CalAIM Resources for Providers page on the provider portal. Go to [www.provider.healthnet.com](http://www.provider.healthnet.com) > *CalAIM Resources* > *Forms & Tools*. Community Supports providers can use these guides to check for enrollee eligibility before submitting authorization for Community Supports services.

## Additional information

If you have questions regarding the information contained in this update, contact the Health Net\* Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by phone or through the Health Net provider website as listed in the right-hand column on page 1.