

Population Health Management Programs for Providers and Members

THESE PROGRAMS ARE AVAILABLE AT NO COST TO HELP DRIVE HEALTHY OUTCOMES FOR COMMUNITIES, ONE MEMBER AT A TIME.

Member Programs

Program	Description	Contact information
Care management referrals	<p>A care manager works with the member by phone. The care manager can also work with the family, doctor and other doctors to see what help the member needs to stay healthy.</p> <p>Use the Care Management Referral Form, or the patient can self-refer by calling the phone number provided and asking for care management.</p>	<p>877-658-0305</p> <p>Referral Form: Care Management Referral Form at www.cahealthwellness.com/providers/resources/forms-resources.html > <i>Care Management Referral Form</i></p> <p>Mail or fax Referral Form to: California Health & Wellness 4141 East Commerce Way Sacramento, CA 95834 855-556-7909</p>
Palliative care	<p>Program offers help and support to members and their family with end-of-life decisions. It helps with pain and symptom management.</p> <p>Use the Palliative Care Referral Form posted on the website.</p>	<p>Referral Form: Palliative Care Referral Form at www.cahealthwellness.com/providers/resources/forms-resources.html > <i>Palliative Care Referral Form</i></p> <p>Fax: 800-677-4156 Email: careconnections@healthnet.com</p>
Clinical pharmacy team	<p>Our pharmacists call members to help them understand their condition and teach them self-help skills to improve their blood sugar and blood pressure.</p> <p>Members are selected from claims received for lab results. No action is required from the provider.</p>	<p>Email: CAClinicalPharmacy@centene.com</p>
Depression and anti-depressant management	<p>After medications are filled to improve their mood, outreach is made to members by phone. They may be referred to MHN during the phone call to help them get the appropriate level of care and stay on their medications.</p> <p>No action required from the provider or member.</p>	<p>Email: cqi_dsm@healthnet.com</p>
Attention deficit hyperactivity disorder (ADHD)	<p>Calls are made to parents of children ages 6–12 to ensure children are taking their ADHD medication, getting refills and seeing the doctor for follow-up visits.</p> <p>No action is required from the provider or member.</p>	<p>Email: cqi_dsm@healthnet.com</p>

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Member Programs (continued)

Program	Description	Contact information
myStrength®	An online tool to help improve the member's mood. The program provides a variety of self-help tools designed to help empower members to become – and stay – mentally and physically healthy. Members can sign up for an account using the link provided.	Website: myStrength at bh.mystrength.com/cahealthwellness
Nurse advice line	Members have 24/7 access to direct telephonic advice, support/triage and screening from highly trained registered nurses.	877-658-0305
Start Smart for Your Baby®	Designed to customize the support and care the member needs for a healthy pregnancy and baby. There is no copay and is included in the member's benefits. Members can call Member Services for more information about this program.	877-658-0305 Website: Start Smart for Baby at www.cahealthwellness.com/members/medicaid/health-wellness/start-smart-your-baby.html
WellFrame mobile clinical platform	A digital mobile app used to better connect members with their care team. A Chat function is available, which allows shared communication among the team. Members can download this app on their phone and register using the access code provided.	Website: WellFrame mobile app at www.wellframe.com/download Access code: chwhealth
Babylon (telehealth)	Members have access 24/7 to medical and behavioral health doctors from their phone through the Babylon telehealth app, and includes COVID-19 resources. Members can download this app on their phone and/or access Babylon using the link provided.	Website: Babylon at www.babylonhealth.com/us/health-net-medi-cal
Health education	Available to members at no cost. This includes weight management, diabetes prevention, tobacco cessation, healthy pregnancy, behavioral health, and heart health. Medi-Cal providers may also order Staying Healthy Assessment forms in threshold languages and health education materials about various health topics. Members can call the Health Education Department for more information about available wellness programs.	800-804-6074 (TTY: 711) Email: HealthEducationDept@healthnet.com
Krames Staywell Health Library	Provides access to over 4,000 health tip sheets to assist in member education. A link is available to search for various topics. Members can access the Krames Library with the link provided.	Website: Krames Staywell Health Library at http://cahealthwellness.kramesonline.com
Cultural and Linguistic (C&L) Services	Promotes access to care for members who speak or read a language other than English or have limited hearing and vision abilities. For C&L resources, trainings and/or materials, send an email to the department.	800-977-6750 Email: Cultural.and.Linguistic.Services@healthnet.com
ModivCare™ (LogistiCare)	Convenient, safe and reliable transportation for members at no cost. Transportation services are for non-urgent and urgent transportation, including wheelchair and services for homebound patients.	Members can arrange for transportation by calling 877-658-0305 Monday through Friday, 8 a.m.–5 p.m.

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Provider Programs

Program	Description	Contact information
TurningPoint musculoskeletal procedures	<p>A utilization management web-based tool that provides surgical and implantable device utilization management solutions to improve member care and reduce costs.</p> <p>Providers can access this tool by calling the phone number provided.</p> <p>Note: If your clinic is contracted with an independent practice association (IPA), please confirm with the IPA that you are eligible for this program.</p>	<p>855-332-5898</p> <p>Email: centenecaum@turningpoint-healthcare.com</p> <p>Website: TurningPoint at www.myturningpoint-healthcare.com</p>
Opioid overutilization and fraud, waste and abuse poly-pharmacy programs	<p>Enables the health plan to detect and prevent opioid drug fraud, waste and abuse. Calls are made to doctors with advice to stop certain drugs, and dangerous combinations of drugs.</p> <p>No action is required by the provider.</p>	<p>Email: CAClinicalPharmacy@centene.com</p>
DRIVE flu toolkits	<p>Focuses on improving flu vaccination rates in underserved communities. In the future, DRIVE will include more toolkits for other disease types and needed screenings.</p> <p>Providers can access the toolkit by using the link provided.</p>	<p>Website: DRIVE at https://shcdrive.org</p>
Provider services	<p>Handles phone and written inquiries from providers regarding claims, benefits, and provider grievances and appeals.</p>	<p>877-658-0305</p>
Enrollment services	<p>Checks member's eligibility, and helps your patient or their family member enroll in our health plan, and answers any questions.</p>	<p>877-658-0305</p>
Provider Resources	<p>Contains materials developed for providers. It includes the Provider Manual, HEDIS® tips sheets/guides, archives of communications, updates/letters, forms, contacts, and more.</p> <p>Providers can access the resources by using the link provided.</p>	<p>Website: Provider Resources at www.cahealthwellness.com/providers/resources.html</p> <p>An archive of provider updates can be found in Provider News at www.cahealthwellness.com/providers/provider-news.html</p>
Provider engagement	<p>Provides support, education and training to the California Health & Wellness Plan provider network.</p>	<p>877-658-0305</p> <p>Email: CHWP_Provider_Relations@Centene.com</p>
Provider Manual and Quick Reference Guide	<p>A comprehensive manual that contains operations, benefits, and policies and procedures for providers.</p>	<p>Website: CHWP Provider Manual at www.cahealthwellness.com/providers/resources/forms-resources.html > <i>Provider Manual / Billing Manual</i></p> <p>CHWP Provider Quick Reference Guide at www.cahealthwellness.com/providers/resources/forms-resources.html > <i>Provider Quick Reference Guide</i></p>
Web portal support	<p>Provides website technical or navigation assistance, password resets, locked accounts, or other site functionality.</p>	<p>866-458-1047</p>
Interpreter services	<p>Available 24/7 to members in more than 150 languages and American sign language. The services include:</p> <ul style="list-style-type: none"> • Telephonic. • Face-to-face or in-person interpreters. • Video remote calls. 	<p>877-658-0305 (TTY: 711)</p>
California Health & Wellness Community Connect	<p>The largest online community search tool to connect members to: food, housing, goods, transit, health, money, care, education, work, and legal. Providers can access California Health & Wellness Community Connect by using the link provided.</p>	<p>Website: Community Connect at https://cahealthwellness.findhelp.com</p>