



CalViva Health
Health Net Community Solutions
7625 North Palm Avenue, Suite 109
Fresno, California 93711

<Month XX, 2024>

<Entity Name>

<First name> <Last name>, <Title> or Administrator

<Address>

<City>, <State> <ZIP>

Earn incentives in 2024 when you improve Community Health Workers (CHW) outreach and reporting.

Dear <Title>. <Last Name> or Administrator:

Starting July 2024, Health Net* on behalf of CalViva Health, will recognize and reward CHW providers who demonstrate effective and timely outreach to provide services to eligible members. A recommendation from a physician or other licensed practitioner of the healing arts is required for the member to receive CHW services.

Payments earned from this incentive are separate from other contractual arrangements.

Payments earned from the CHW provider incentive are not tied to:

- Any direct *Provider Participation Agreement (PPA)* with Health Net and CalViva Health, or
- Your agreement as a subcontractor with a participating physician group (PPG) or medical group.

The CHW provider incentive will continue to align with state requirements around the CHW benefit and program. The program’s expectation will evolve as the program matures to incentivize on outcome and improvement.

Are you eligible?

To be eligible for the CHW provider incentive, a CHW provider must be:

- In good standing with Health Net and CalViva Health.
- Contracted directly with Health Net and CalViva Health as a CHW participating provider.
- Open to accept and have the capacity to serve new Health Net and CalViva Health Medi-Cal enrollees eligible for CHW services.

Incentive administration

- All incentives will be for members who received services from July 1, 2024 to December 31, 2024, regardless of when each provider is contracted.
- Payments will be made by August 31, 2025.

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services. *Health Net Community Solutions, Inc. is a subsidiary 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.

Incentive measure

- CHW provider will be paid \$50 for each member they provided service(s) to (regardless of the number of services provided).
- When a claim/encounter is submitted to our plan for an eligible member, the service for the member is considered complete.

Questions?

If you have questions about the program, please contact your assigned Health Plan representative or call Provider Services at 888-893-1569.

Sincerely,

Martha Santana-Chin
Medicare and Medi-Cal President

¹The incentive program conditions and data requirements are subject to change at Health Net and CalViva Health's discretion as the ECM benefit and program matures.