



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

<Month XX, 2025>

<Entity Name>

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

<Address>

<City>, <State> <ZIP>

Earn incentives in 2025 when you improve Community Health Worker (CHW) outreach and reporting.

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

For 2025, Health Net*, on behalf of CalViva Health, will continue to recognize and reward CHW providers who demonstrate effective and timely outreach to provide services to eligible members. In addition, we will be rewarding CHW providers who show improvements in members' health outcomes by managing necessary PCP visit or referring qualifying members to Enhanced Care Management (ECM) and/or Community Supports (CS) services. 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 the Plan.
- Contracted directly with the Plan as a CHW participating provider.
- Open to accept and have the capacity to serve new Plan Medi-Cal enrollees eligible for CHW services.

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.

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Incentive administration

- Incentives will be for members who received services from January 1, 2025 to December 31, 2025, regardless of when each provider is contracted.
- Payments will be made by August 31, 2026.

Incentive measures¹

A serviced member is an eligible member who has received a service, and the Plan has received a claim or encounter.

Measure	Target	Amount
Unique members serviced during measurement period	Not Applicable	\$50 for each member serviced within measurement year
Members serviced who have completed PCP visit or received referral for ECM/CS within 60 days of CHW service	More than 35% of members serviced completed PCP visit or received referral for ECM/CS	\$50 for each member serviced within measurement year
	25% up to 35% of members serviced completed PCP visit or received referral for ECM/CS	\$25 for each member serviced within measurement year

Questions?

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

Sincerely,

Dorothy Seleski
Medi-Cal President

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