



Health Net of California, Inc.
Health Net Community Solutions, Inc.
Health Net Life Insurance Company
21281 Burbank Boulevard
Woodland Hills, California 91367-4975

Mailing Address: Post Office Box 9103
Van Nuys, California 91409-9103
healthnet.com

<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* 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, 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.
- Contracted directly with Health Net as a CHW participating provider.
- Open to accept and have the capacity to serve new Health Net Medi-Cal enrollees eligible for CHW services.

*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.



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.

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 Net representative or call Provider Services at 800-675-6110.

Sincerely,

Martha Santana-Chin
Medicare and Medi-Cal President

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