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Welcome to the Cal MediConnect network!

Dear Health Net Participating Provider:

We are glad that you have joined our network serving Health Net* Cal MediConnect Plan (Medicare-Medicaid Plan) members. With your partnership we can provide this important plan in Los Angeles and San Diego counties to members eligible for Medicare and Medi-Cal benefits. Together, we can improve quality of care through a more efficient system.

This packet includes these materials to help you become familiar with Cal MediConnect:

- ***Cal MediConnect 2019 Operations Guide***

This guide is an overview of the plan's essential parts. Key topics include enrollment, disenrollment, access to care, health care management, appeals and grievances, and contact information.

- ***Stay Up on the Latest Info with the Provider Library brochure***

This brochure explains how to access, navigate and search the Provider Library on Health Net's provider website. The Provider Library offers participating physician groups (PPGs), hospitals and ancillary providers access to pertinent materials. These include operations manuals, provider communications, forms, contacts, Online News articles, and more.

- ***Use Online Tools to Find What You Need, When You Need It brochure***

This brochure describes the tools you can use on the Health Net provider website. These tools can be used for eligibility verification, report access, provider support, medical policies, resources, and more. This brochure also provides steps for new providers to register for a website account.

- ***Free Interpreter Services flyer***

This flyer provides quick-reference contact information for the Health Net Language Support Line. You can use this line to request no-cost telephone and onsite medical interpreter services.

- ***ICE Toolkit – Better Communication, Better Care: Provider Tools to Care for Diverse Populations***

The Industry Collaboration Effort (ICE) produces this toolkit. ICE is a multidisciplinary team of providers, health plans, associations, and accrediting bodies. They work collaboratively to implement and improve regulatory compliance. The toolkit includes provider tools and resources to care for and interact with diverse populations.

- ***Help Your Patients Achieve Better Health Outcomes provider update***

This provider update gives an overview of Health Net's quality management program. Topics include quality improvement (QI) processes and instructions on how to obtain more program information.

The guide included in this packet is also published on the Health Net provider website. The guide is a supplement to the electronic provider operations manuals available to providers online in the Provider Library, located on Health Net's provider website. Please use the electronic operations manuals for the most current information.

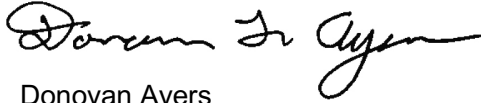
Physicians participating in Cal MediConnect through an affiliated PPG must follow the PPG's established policies and processes.

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If you have questions about the materials in this packet or need more information, contact the Health Net Cal MediConnect Provider Services Center at **1-855-464-3571** in Los Angeles County and **1-855-464-3572** in San Diego County.

We appreciate your participation!

Sincerely

A handwritten signature in black ink, appearing to read "Donovan Ayers". The signature is fluid and cursive, with a long horizontal stroke at the end.

Donovan Ayers
Medicare Officer
Health Net

Enclosures