

# California's Trusted & Most-Experienced Medi-Cal Partner



Health Net was founded more than 40 years ago in California and is one of the state's longest-serving and most experienced Medi-Cal partners. With decades of experience caring for California's most vulnerable residents, Health Net has worked hand-in-hand with the state to build Medi-Cal and serve those who depend on its healthcare safety net.



Founded  
1977



Nearly **3 million**  
members – **1 in 13**  
Californians



**58**  
counties



**85% members**  
in government-  
sponsored plans



**85,000** network  
providers

## We Tailor Our Teams to Meet Members' Needs

Health Net brings focused and unmatched knowledge of the diverse and specialized needs of the people we serve. We tap into that when we build our teams and form partnerships. We ensure these teams and programs reflect the diversity of the communities we serve. We're also increasing local staff to further boost our engagement at the grassroots level.

### TEAM SNAPSHOT

- Mirror California's diversity
- Medical directors practice locally
- Staff & programs grounded in members' diverse abilities and needs
- Broad network of hyper-local relationships



## We Expand Access at Every Level

Health Net builds bridges that expand access to providers and connect patients, providers and communities to deliver more seamless, coordinated care. This way, we help manage the complexities of coordinated care so our members don't have to. To that end, we:

- **Grow our robust provider network:** Invested nearly \$4 million to upskill and bring more diverse providers into the system – adding 30% more specialists over the past 3 years
- **Expand virtual care:** Brought virtual services to patients well before COVID-19, and invested \$13.4 million to expand telehealth during the pandemic
- **Address behavioral health needs:** Increased access to behavioral healthcare through primary care integration, ACEs screening, telehealth, a crisis management hotline and more
- **Prioritize health equity:** Pioneered an innovative approach to reduce disparities – based on data analysis, community partnerships and culturally sensitive interventions
- **Connect patients to providers:** Covered 6 million members' rides to providers since 2017



A Differentiator: National Committee for Quality Assurance for distinction in multicultural healthcare

# Our Central Tenets: Quality and Innovation at Every Stage of Life

Health Net is committed to driving quality care at every stage of life. We deliver on this commitment through a whole person approach to care. That means we consider our patients' needs holistically and invest in innovations that transform care delivery.



## RESULTS IN ACTION

- Consistent improvement in **state quality metrics**
- Outperform **commercial plans and local initiatives** in **62%** of counties (2019) – up from 46% (2017)
- **85%** of counties **improved quality scoring** (2016 to 2019)
- **70%** of counties have more quality measures **meeting/ exceeding the 50th percentile** in national ranking (2019 to 2020)



## OUR KEYS TO BETTER HEALTH OUTCOMES

- **A focus on improving care delivery within Medi-Cal:** provider support, patient data collection and workforce development
- **Innovative programs** driven by localized investment
- **Adopting, adapting and sharing programs** across counties
- **National best practices** from Centene executed locally
- **Engagement with county health departments** on programs

## A Collaborative Approach to Transform the Health of Communities

Healthcare starts at the community level – because our partners know local residents best. That’s why we collaborate closely to develop localized programming and solutions in every county where we operate. With our comprehensive approach to quality care, we tackle some of the state’s most pressing healthcare priorities.

### OUR PARTNERS

- |                                       |                     |
|---------------------------------------|---------------------|
| • County Health Departments           | • Hospitals         |
| • Community Clinics                   | • Justice System    |
| • Mental Health Organizations         | • Food Banks        |
| • School and Children’s Organizations | • Homeless Shelters |



Invested more than  
**\$93 million** since 2017  
to support nearly **500**  
community-based initiatives

### The Future of Medi-Cal

As California envisions the future of Medi-Cal under CalAIM, Health Net is a committed, trusted partner. We bring experience, relationships, understanding, national best practices and innovations to develop solutions that enhance our state’s healthcare safety net.