

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

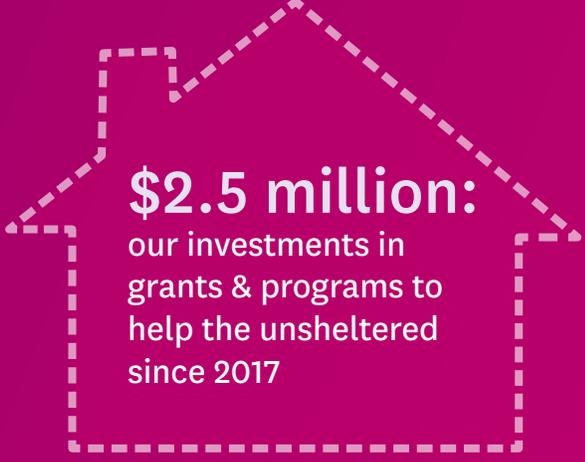


*Health Net is one of California's longest serving Medi-Cal partners. We've had decades of experience caring for the state's most vulnerable residents. We understand that the best way to care for patients with complex issues is to consider the full scope of their needs. That's why we work with counties, community organizations and other partners to expand innovative programs that address physical, behavioral, social and long-term health needs.*

## ISSUE SPOTLIGHT: HOMELESSNESS

### Local, Tailored Programs to Support the Unsheltered

Health Net works to address all factors that impact health – including homelessness. We bridge the divide between managed care plans, non-profits and county agencies to provide our members the services they need in new and more effective ways. Health Net also funds necessities like shelter, food and transportation. Together, these efforts help create a safety net that lifts-up our state's most vulnerable to give them a chance at a better future.



**\$2.5 million:**  
our investments in grants & programs to help the unsheltered since 2017

### We Expand Access to California's Safety Net

More than **85 percent of Health Net members are enrolled in a government-sponsored plan**, like Medicare and Medi-Cal. With more than four decades of experience caring for California's most vulnerable residents, we bring focused and unmatched knowledge of their diverse needs. That makes Health Net uniquely positioned to work hand-in-hand with non-profits and county agencies to expand existing safety nets that increase access to housing and quality healthcare.



**Our Wraparound Model:** Health Net works to address all factors that impact health – including mental health, shelter, food security, employment and more. We do this through our programming and in our partnerships with counties and community organizations.



**Help Break the Cycle:** Our work with unsheltered Californians is rooted in innovation and partnerships. We identify and reach members where they are and provide care that meets their mental health, social determinants of health and physical needs. These direct interventions help break the cycle.



**Programs and Partnerships:** Our mobile health vans and street medicine bring care directly to unhoused members. Innovations like compassion-focused training for providers, and direct intervention in the E.R., have transformed the healthcare system to better meet member needs.



# Our Programs Directly Support California's Unhoused

Healthcare starts at the community level. That is why we work hand-in-hand with local partners to transform our communities. Together with community clinics, hospitals, local public health departments, homeless shelters, food banks and our education and justice systems.



## Street Medicine Teams

Health Net has partnered with organizations in Sacramento and Los Angeles to launch street medicine teams. They provide care and resources directly to people in homeless encampments.



## Mobile Health Vans

In partnership with Community Medical Centers in the Central Valley, Health Net funded a mobile health van to visit thousands of homeless patients.



## Care for the Unhoused

During the COVID-19 pandemic, our many grants to providers, like Village Health Center in San Diego, helped expand telehealth services. This increased service utilization by homeless members.



## Housing Liaison Staff

Our dedicated housing liaisons drive local collaboration on all housing programs and services. They work directly with navigation hubs, shelters and agencies to help our members.

## New Data Algorithms

When we created a proprietary predictive algorithm in 2020, we were able to identify likely homeless members based on their social, economic and environmental conditions. This allowed us to:

- Better understand their interactions with the safety net system
- Identify and close gaps in care



## Compassion Training for Providers

A unique and critical part of our provider training program designed to:

- Foster a more welcoming, understanding and navigable environment for members who are housing insecure
- Provide skill building for clinic staff



## Snapshots: Health Net and California Health & Wellness Initiatives Across California

Our wraparound approach to care extends to unsheltered families and their children. We prioritize programs that identify and reach members where they are and provide care that meets their mental and physical needs. Ultimately, we aim to break the cycle by treating the whole person.



### Recuperative Care

**Scholarships:** Through a collaboration with the Gospel Center Rescue Mission in the Central Valley, we funded a program that cares for and supports men, women and families ready to break the cycles of addiction and associated housing insecurity.



### Permanent Housing

**Resources:** Our grant to St. Vincent de Paul paid for mattresses for formerly homeless women and families once they secured housing – providing over 200 beds in and around Sutter County.



### Project Roomkey

**Support:** We coordinated with Los Angeles County stakeholders and partnered with 'PRK' to address our members' needs, including in lieu of services. We've offered similar support in communities across the state.



### HN Community Connect (Powered by Aunt Bertha):

A virtual platform that allows members to search and access all available local resources using their zip code. This includes resources that address social determinants of health, including housing, food, clothing and more.

## Dialed into Our Communities: Collaboration with Local Partners



As California envisions the future of Medi-Cal under CalAIM, we're here as a committed, trusted partner. Health Net brings experience, relationships, understanding and innovative solutions to address all factors that impact health.