

Health Net Drives Health Equity to Improve the Lives of Californians



WITH OUR PARTNERS, WE OFFER INNOVATIVE LOCAL SOLUTIONS TO COMMUNITIES ACROSS THE STATE

We expand access at every level

Health Net has decades of experience in care for California's most at-risk residents. We work closely with the state, providers and local organizations to bridge the divide of total care access for our Medi-Cal members who depend on it.

Together with our partners we strive to provide our members with the services they need through continuity of care, health equity and innovation for better health outcomes.

Health Net fast facts



Founded
1977



3 million
members -
1 in 13
Californians



58
counties



85%
members are
in government-
sponsored plans



85,000
network
providers

Customized approach

Health Net has unmatched knowledge of the diverse populations we serve. That's why we build teams and form partnerships to meet their needs. Our team:

- Reflects California's diversity
- Integrates staff and programs with our members' diverse abilities and needs
- Features medical directors who practice in local clinics
- Fosters a broad network of local relationships

We also operate one of the **largest Health Equity teams in the industry** to ensure everyone has the chance to gain their full health potential despite social position or circumstances.

Comprehensive care

Health Net continues to build bridges that:

- Enhance access to providers
- Connect patients, providers and communities
- Deliver more seamless managed care

We help to manage the details of coordinated care to make it easier for members to access quality care. To that end, we:

- **Prioritize health equity**
 - Pioneered an innovative approach to reduce health care disparities.



Recognized leadership

In 2021, Health Net was one of just nine health organizations in the nation chosen by the National Committee for Quality Assurance (NCQA) to develop their Health Equity Accreditation Plus program. This program established an actionable framework for health care providers and health plans to improve health equity.

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- **Grow our robust provider network**
 - Invested nearly \$4 million to recruit and train more diverse providers into the system.
- **Expand virtual care**
 - Gave \$13.4 million to nearly 140 Medi-Cal providers to expand telehealth during the COVID-19 pandemic.
- **Connect patients with providers**
 - Health Net RVs brought clinics and screenings to rural and urban residents.
- **Increase access to behavioral health care**
 - Added primary care integration, screenings for adverse childhood experiences (ACEs), telehealth, a crisis management hotline and more.

Advanced innovation

Health Net commits to higher quality care for our members at every stage of life. We examine their needs and invest in innovative techniques to help transform the care they receive. Our keys to better health outcomes include:



Improving care delivery through:

- Provider support
- Patient data collection
- Workforce development



Creating programs with local investment



Adapting and sharing programs across counties



Blending nationwide best practices with local flavor

Health Net has increased local staff to bolster engagement with communities at the grassroots level.

Strong partnerships

Our partners know best, and these relationships help to guide our work. **We work with providers and local organizations to design programs in each community we serve.** This allows us to tackle some of the state's most pressing health care challenges. Our partners include:

- County health departments
- Community clinics
- Mental health organizations
- School and children's organizations
- Hospitals
- Justice system
- Food banks
- Homeless shelters and street medicine providers

Today's quality care requires that Health Net and our partners consider the needs of our members holistically. That's why our solutions are built on continuity, health equity and innovation. Our approach promotes whole-person health delivered seamlessly, and fairly – and is **the foundation of our vision for the future.**

Health Net invested more than **\$100 million** since 2017 to support nearly **500** community-based initiatives