

# PROVIDER Update



REGULATORY | SEPTEMBER 15, 2023 | UPDATE 23-1046 | 4 PAGES

## D-SNP Plans are Changing, Effective January 1, 2024

### Read on to learn about how these important changes impact you and your patients

As a part of the California Advancing and Innovating Medi-Cal (CalAIM) initiative, starting 2024, a managed care plan coordinating Medicare and Medi-Cal benefits has been expanded to members who are eligible for both programs.

Refer to the outline on page 3 for important changes by county and how these transitions impact you and your patients.

### How will members be notified of this change?

Wellcare By Health Net (Health Net\*) members will be notified of 2024 plan changes by mail via the Annual Notification of Changes (ANOC) in September. The ANOC will outline specific changes in benefits between the current year (2023) and the next plan year (2024).

Non-renewal notices will be sent to members in Alameda County in October 2023.

Advise your patients to ensure their Medicare health plan has their current address and phone number so they receive the information.

### Don't miss out on upcoming training webinars!

Starting October 2023, watch for training webinar invites that will include training details, including dates and how to register. This is an important change, and we recommend that you and your office staff attend one of these webinars to learn more about the transition. There will also be a dedicated live Q&A session at the end of each webinar to ask questions. Webinar topics will include:

- D-SNP plan crosswalks
- Member communication details
- Key policies impacting your business
- Eligibility and capitation files
- Coordination of benefits and claims processing
- Continuity of care
- Your role in the Model of Care (MOC) and care coordination support provided through the Plan

Don't miss out on this opportunity to stay informed and get all the answers you need.

### Information to help support you and your patients

Providers can access the D-SNP Resources for Providers site at [www.healthnet.com/providers/DSNP](http://www.healthnet.com/providers/DSNP) for information to help support you and your patients.

On the site you'll find:

- Which plan your patient will transition to for 2024.
- Questions and answers about D-SNP, including county-specific changes.
- D-SNP provider communications to help you stay informed on the latest news.
- Links and information about upcoming D-SNP trainings and webinars – Coming soon.

We will update the site regularly with more information as it becomes available. Be sure to bookmark the site and check it often for updates.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)

#### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

**Medicare (individual & employer group) (Wellcare By Health Net) – 800-929-9224**

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### PROVIDER COMMUNICATIONS




[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)




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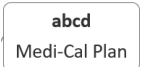
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## Additional information

For additional information, refer to resources provided below or contact the Provider Services Center at 800-929-9224.

Resource	Website	QR code
<b>Medicare D-SNP Provider Resource Guide</b>	<a href="https://healthnet.com/providers/DSNP">healthnet.com/providers/DSNP</a>	
<b>Department of Health Care Services</b>	<a href="https://dhcs.ca.gov/CalAIM/Documents/MCP-County-Table-2023-2024-April-2023.pdf">dhcs.ca.gov/CalAIM/Documents/MCP-County-Table-2023-2024-April-2023.pdf</a>	
<b>Provider update 23-901</b>	<a href="https://providerlibrary.healthnetcalifornia.com/news/23-901-Important-Update-Changes-to-Health-Net-Medicare-Advantage-Plans-in-Alameda-and-Contra-Costa-Counties.html">providerlibrary.healthnetcalifornia.com/news/23-901-Important-Update-Changes-to-Health-Net-Medicare-Advantage-Plans-in-Alameda-and-Contra-Costa-Counties.html</a>	

County	What is the impact to members' D-SNP Plan?	What is the impact to members' Medi-Cal plan?	What is the provider impact?
<b>Alameda</b>	<ul style="list-style-type: none"> <li>Wellcare By Health Net is exiting the county effective December 31, 2023</li> </ul>	<ul style="list-style-type: none"> <li>Members' Medi-Cal plan will depend on the Medi-Cal plan available in this county.</li> </ul>	<ul style="list-style-type: none"> <li>Members will receive a non-renewal letter in October 2023.</li> <li>Refer to provider update 23-901, <i>Important Update: Changes to Health Net Medicare Advantage Plans in Alameda and Contra Costa Counties</i>, distributed August 25, 2023, for more information. See QR code provided under <i>Additional information</i> section on page 2.</li> </ul>
<b>Fresno Madera</b>	<ul style="list-style-type: none"> <li>Members' D-SNP will remain with Wellcare By Health Net; however they will transition to a new exclusively aligned enrollment (EAE) D-SNP<sup>1</sup> we have partnered on with CalViva Health.</li> <li>Members will receive a new member ID card with the Wellcare By Health Net and CalViva Health logos.</li> </ul> 	<ul style="list-style-type: none"> <li>Members' Medi-Cal plan will change to or remain with CalViva Health.</li> </ul>	<ul style="list-style-type: none"> <li>Starting January 1, 2024, for Medi-Cal-related services you must submit claims to CalViva Health.</li> <li>Request a copy of the member's new member ID card cobranded with CalViva Health.</li> </ul>
<b>Los Angeles</b>	<ul style="list-style-type: none"> <li>Members' EAE D-SNP<sup>1</sup> will move from Wellcare to Wellcare By Health Net.</li> <li>All members, including existing Wellcare By Health Net D-SNP members, will receive a new member ID card with the Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>Members' Medi-Cal plan will remain with Health Net.</li> </ul>	<ul style="list-style-type: none"> <li>Members will appear disenrolled from your Wellcare eligibility file, effective December 31, 2023, and appear on your Wellcare By Health Net eligibility file, effective January 1, 2024.<sup>2</sup></li> <li>Effective January 1, 2024, you will access member eligibility, claims and more on the Wellcare By Health Net provider portal at <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>.<sup>3</sup></li> <li>Request a copy of the member's new member ID card.</li> </ul>
<b>San Joaquin</b>	<ul style="list-style-type: none"> <li>Members' D-SNP plan will move from Wellcare to Wellcare By Health Net.</li> <li>Members will receive a new member ID card with the Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>There is no impact to members' Medi-Cal plan.</li> </ul>	<ul style="list-style-type: none"> <li>Members will appear disenrolled from your Wellcare eligibility file, effective December 31, 2023, and appear on your Wellcare By Health Net eligibility file, effective January 1, 2024.<sup>2</sup></li> <li>Effective January 1, 2024, you will access member eligibility, claims and more on the Wellcare By Health Net provider portal at <a href="http://provider.healthnetcalifornia.com">provider.healthnetcalifornia.com</a>.<sup>3</sup></li> <li>Request a copy of the member's new member ID card.</li> </ul>

County	What is the impact to members' D-SNP Plan?	What is the impact to members' Medi-Cal plan?	What is the provider impact?
<b>Orange</b>	<ul style="list-style-type: none"> <li>Members will receive a new member ID card with the Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>There is no impact to the member's Medi-Cal plan.</li> </ul>	<ul style="list-style-type: none"> <li>Starting January 1, 2024, for Medi-Cal-related services you must submit a claim to the member's new Medi-Cal plan.</li> <li>Members will have two ID cards. Request a copy of the member's Wellcare By Health Net and Medi-Cal plan ID cards.</li> <li>Due to EAE<sup>1</sup> policy, this plan cannot accept new membership.</li> </ul>
<b>Amador, Imperial, Kern, Placer, San Francisco, Stanislaus</b>	<ul style="list-style-type: none"> <li>Members will receive a new D-SNP ID card with Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>There is no impact members' Medi-Cal plan.</li> </ul>	<ul style="list-style-type: none"> <li>Request a copy of the new member's ID card.</li> </ul>
<b>Sacramento, Tulare</b>	<ul style="list-style-type: none"> <li>Members' D-SNP plan will transition to a new EAE D-SNP<sup>1</sup> plan with Wellcare By Health Net.</li> <li>Members will receive a new D-SNP ID card with Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>Members' Medi-Cal plan will change to or remain with Health Net Medi-Cal.</li> </ul>	<ul style="list-style-type: none"> <li>Starting January 1, 2024, for Medi-Cal-related services you must submit a claim to Health Net.</li> <li>Request a copy of the member's new member ID card.</li> </ul>
<b>Riverside, San Bernardino, San Diego</b>	<ul style="list-style-type: none"> <li>Members' D-SNP plan will move from an EAE<sup>1</sup> to a non-EAE D-SNP<sup>4</sup> with Wellcare By Health Net.</li> <li>Members will receive a new member ID card with the Wellcare By Health Net logo.</li> </ul> 	<ul style="list-style-type: none"> <li>Since the Health Net Medi-Cal plan will not be available in 2024 in these counties, members will be assigned to another available Medi-Cal plan.</li> <li>Members will receive an additional Medi-Cal ID card with their new Medi-Cal plan logo.</li> </ul> 	<ul style="list-style-type: none"> <li>Starting January 1, 2024, for Medi-Cal-related services you must submit a claim to the member's new Medi-Cal plan.</li> <li>Members will have two ID cards. Request a copy of the member's Wellcare By Health Net and Medi-Cal plan ID cards.</li> <li>Due to EAE<sup>1</sup> policy, this plan cannot accept new membership.</li> </ul>

<sup>1</sup> Exclusive Aligned Enrollment D-SNP – The member is enrolled in a D-SNP **and** Medi-Cal plan managed by the same health plan organization in the same geographic area.

<sup>2</sup> If you are contracted with the Wellcare By Health Net network.

<sup>3</sup> If you do not have an account on provider.healthnetcalifornia.com, you must register with Health Net to access member information. Go to provider.healthnetcalifornia.com > *Create New Account* > follow the prompts until registration is complete.

<sup>4</sup> None EAE D-SNP – The members' D-SNP is with Wellcare By Health Net. but their Medi-Cal plan is with a different Medi-Cal plan available in their area. Wellcare By Health Net will coordinate all the necessary services for the member, as needed, with the other Medi-Cal health plans.