

Provider Update

Help Your Patients Feel Safe and Learn How We've Done the Same

Join us in reassuring your patients it is safe and important to seek care during COVID-19

During the past few months, California Health & Wellness Plan (CHWP) has been in continuous communication with CHWP members as well as participating providers on COVID-19-related information.

In addition to providing important information, our goal is to ensure members:

- Are educated about COVID-19.
- Know the importance of continuing to see their primary care provider.
- Are aware of their telehealth options.

Our goal is also to ensure that our providers have:

- Their questions answered about COVID-19.
- Have the tools they need to reassure patients that it is safe and important to seek preventive care including any recommended testing.

Ideas and resources you can use to comfort your patients

Use these tools, resources and guidance to encourage your patients to feel comfortable when coming in for an office visit.

What to expect during visits?

To help and encourage your patients to feel comfortable while seeking care during COVID-19, try outlining what they can expect at their visit including:

- 1 COVID-19 prescreening and what to expect.
- 2 Mask protocols and requirements for your office.
- 3 How to check in.
- 4 Disinfectant protocols once on site.
- 5 Waiting process.
- 6 Providing payment methods.
- 7 Moving through the building.

Patients' telehealth options

If your patient is still uncomfortable coming in for a visit, remind them of the availability of telehealth services. Patients can visit www.cahealthwellness.com/members/other-care-options.html to obtain information on telehealth services.

CONTACT INFORMATION



Online Access
www.CAHealthWellness.com

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQ's
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status



Call Us at
1-877-658-0305
Monday to Friday
8 a.m. to 5 p.m. (PST)



Fax Numbers

Prior Authorizations: 1-866-724-5057
Concurrent Review: 1-855-556-7910
Admissions: 1-855-556-7907
Appeals: 1-855-460-1009
Case Management: 1-855-556-7909



Pharmacy

Involve Pharmacy Solutions – Pharmacy Benefit Manager (PBM)

- PA Fax 1-866-399-0929
- PA Inquiry 1-866-399-0928
- Help Desk 1-855-330-2338

AcariaHealth – Specialty Pharmacy

- PA Fax 1-855-217-0926
- Phone 1-855-535-1815

CHWP Pharmacy Dept – Provider Administered Drugs Requiring PA

- PA Fax 1-877-259-6961
- Phone 1-877-658-0305

Preferred Drug List (PDL) Prior Authorization Form is available at www.CAHealthWellness.com.

Learn about *Don't Wait Vaccinate Campaign*

During this time more than ever, it is critical that your patients are aware of the importance of continuing their vaccination schedule for infants, toddlers and adults. The California campaign on immunization provides good resources on how you can educate your patients about the importance of vaccination and not waiting. Visit www.immunizeca.org > *Don't Wait Vaccinate Campaign* > download the complete toolkit or various information pieces, as needed.

Additional resources on how to help your patients feel safe

For additional information, resource tips and letter templates on how you can help your patients feel safe coming in for a visit, refer to www.advisory.com. In the Quick Search box type *Communicating with Patients amid COVID-19*.

What we have communicated to your patients about COVID-19

CHWP members can obtain information on symptoms, testing and treatment, cost and coverage, payment and financial information as well as social and emotional support on the CHWP member portal at www.cahealthwellness.com *Coronavirus alerts for > Members*.

Communications

The communications distributed to CHWP members regarding COVID-19 and resources include:

- 1 Providing information on what members need to know about COVID-19.
- 2 Reminding members that their primary care provider is more important now than ever.
- 3 The availability of telehealth options how to get started.
- 4 How to avoid COVID-19 by taking preventive steps.
- 5 Relaxed restrictions during this time to assist members get the care they need.

California Health & Wellness Community Connect (Aunt Bertha)

Members have been informed about the Aunt Bertha web portal. Aunt Bertha helps members find social services in their area. New programs are being added daily. To find programs and services that are set up to help with COVID - 19 related needs, members can go to:

1. cahealthwellness.auntbertha.com.
2. Enter their ZIP code.
3. Type in "COVID-19" in the search window.

myStrength program

myStrength is a free and dynamic and personalized website that offers clinically proven mental health applications and tailored wellness resources to help with mental health challenges. If a member is struggling with mental health or simply needs a lift, advise the member to visit www.myStrength.com to access and sign up for the online program. Once members are registered online, they can also use their user name and password to log in to the myStrength mobile app.

1. bh.mystrength.com/cahealthwellness.
2. *Sign Up*.
3. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

The tools and materials we have available for you

To access pertinent information regarding COVID-19, visit the CHWP provider portal at www.cahealthwellness.com *Coronavirus alerts for > Providers*. Topics on this website consist of:

- 1 Questions and answers for providers regarding COVID-19.
- 2 Support program to assist providers with grant writing.
- 3 Resources available to providers for requesting personal protective equipment (PPE).
- 4 COVID-19 testing and screening billing information.
- 5 Telehealth guidance, vendors and other resources supporting primary services.

Additional Information

If you have questions regarding the information contained in this update, contact CHWP at 1-877-658-0305.