



# PHYSICIAN MEMO

April 3, 2020

Bulletin 4.3, HN Providers, COVID-19 Telehealth Support



Issued March 31, 2020

**Proposal Deadline 12 p.m. April 7, 2020**

Community & Infrastructure Investment Program

COVID-19: Telehealth Capacity Support

Health Net is committed to protecting the delivery system for California's most vulnerable populations, especially those who serve the Medi-Cal community. In response to the COVID-19 pandemic, Health Net will provide one-time funding to California safety net clinics, Federally Qualified Health Centers, and independent provider practices to help build telehealth capacity and capability.

Health Net expects to award approximately 47 grants, with a maximum grant amount of \$125,000 per award.

## Telehealth Capacity

Telehealth funds are offered to assist with virtual visits between patients and providers. Telehealth is a service requirement in response to COVID-19, and we recognize Medi-Cal providers may need assistance to meet this requirement. **Funds provided will be directed toward those providers who have limited and/or no telehealth infrastructure, and may also support the build out and/or significant expansion of current telehealth capacity.**

### Telehealth and Telephonic Infrastructure

- Hardware, such as laptops, land lines and cell phones
- Software
- Licensing and vendor fees for telehealth programs and/or apps

### Internet Services

- Internet connectivity and/or browser set up
- Monthly service or coverage fees

### General Support

- Training
- Technical Assistance
- Unanticipated operational, staffing and/or transitional costs associated with establishing and/or expanding telehealth visits

### Telepsychiatry Infrastructure and Services

To increase prevention and intervention efforts for patients with mental health and/or substance use conditions

- Telepsychiatry capability and capacity to sustain and/or expand access
- Support training and/or team-based mental health modalities

### Eligibility

- To be eligible for COVID-19: Emergency Response Support, the applicant must be organized as one of the following:
  - Federally Qualified Health Center, Rural Health Center, Indian Health Center, 330 Look Alike Health Center, or community clinic
  - Independent Provider Practice with at least a 30% Medi-Cal patient mix and/or located in a Health Professional Shortage Area
- Geographic Area: Safety Net Clinics and FQHCs operating in non-County Organized Health System (COHS) are eligible to apply



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- Must be able to document financial distress on current and/or future healthcare delivery operations
- **It is required that an applicant's telehealth solution or vendor have a billing process in place for telehealth, and have the capacity to collect and submit encounter data or claims data. Notwithstanding the Notification of Enforcement Discretion issued by the HHS Office of Civil Rights during the COVID-19 emergency response and telehealth services, it is strongly recommended the telehealth solution or vendor must meet HIPAA and related state privacy rules**

## Request Specifications

### Application

Please complete the online application found here: <http://healthnet.smartsimple.com>

### Proposal Cover Letter

Please attach a letter on the organization's letterhead that includes, at a minimum:

- The legal name of the organization
- The organization's street address as listed in the application
- Signature and date signed by the chief executive of the organization
- Brief description of proposed program, including name of telehealth vendor/platform and requested funding amount

### IRS Form W-9

Please provide a signed copy. The form for your fiscal agent will suffice if applicable.

### Financial Report

Please provide a copy of your organization's most recent financial report, (such as YTD Budget Statement), that demonstrates financial distress for current and/or future healthcare delivery operations due to COVID-19. Please limit the report to five pages or less.

### Accounts Payable ACH Form (for electronic deposit)

Payments will be electronically deposited into your organization's designated bank account through ACH. An ACH payment remittance advice will be delivered via the email address specified on the form. The form is to be completed by the requesting organization and must contain the signature of a company authorized individual. A link to download the form is provided in the application.

## Key Dates

- Proposal Release **March 31, 2020**
- Proposal Due **April 7, 2020, noon PST**

Health Net, LLC., a wholly owned subsidiary of Centene Corporation provides and administers health benefits in California through its subsidiaries Health Net of California, Inc., Health Net Community Solutions, Inc., Managed Health Network and California Health & Wellness Plan, in the group and individual commercial markets, including Covered California, and in Medicare, Medicaid and dual eligible programs. These entities are hereinafter collectively referred to as "Health Net." Health Net is committed to improving the health of the community through health insurance solutions for the under-insured and uninsured, and through specialty services that align with our focus on whole health.

Health Net established the Community & Infrastructure Investment Program (hereinafter the "CII Program"), pursuant to Undertaking 29, "Community Investments" agreed to by Centene and Health Net as a condition of the Department of Managed Health Care (DMHC) approval of Health Net's change in control, to provide grants to improve health care access and quality of care to low-income, underserved communities and populations in California