

## Provider and Member Resources

Name of Carve out Provider	Plan and Line of business	Carve out Service(s)	Link to website	Contact information
Access to Interpreter Services	Wellness by Health Net (Medicare Advantage) Health Net Medi-Cal	Interpreter support is available 24 hours a day, seven days a week. The California Department of Management Health Care (DMHC) requires that interpreter services, according to Section 1367.04 of the Health and Safety Code and Section 1300.67.04 of Title 28 of the California Code of Regulations, are coordinated with scheduled appointments for health care services in a manner that ensures the provision of interpreter services at the time of the appointment. To allow sufficient time for scheduling, providers must request interpreter services a least five business days prior to the member's appointment. For sign language requests, please request this at least 10 business days prior to the member's appointment.	<a href="#">Access to Interpreter Services</a>	Health Net Medi-Cal - 24 hours a day, 7 days a week, 800-675-6110  Wellness by Health Net (Medicare Advantage) 800-929-9224
Medi-Cal Rx	Anthem Blue Cross Medi-Cal Health Net Medi-Cal	•Outpatient drugs (prescription and over-the-counter), including Physician-Administered Drugs (PADs) •Enteral nutrition products •Medical Supplies	<a href="#">Link to Covered Product List w/Medi-Cal Rx:</a> <a href="https://medi-calrx.dhcs.ca.gov/home/cdl/">https://medi-calrx.dhcs.ca.gov/home/cdl/</a>	Toll-Free Telephone: 1-800-977-2273
Acupuncture	Wellness by Health Net (Medicare Advantage) Health Net Medi-Cal	<b>Medi-Cal</b> - Health Net contracts with American Specialty Health Plans, Inc. (ASH Plans) to administer and arrange acupuncture services for Health Net members.  <b>Medicare</b> - Health Net contracts with American Specialty Health Plans, Inc. (ASH Plans) to administer and arrange chiropractic, acupuncture and massage therapy services for Health Net members in accordance with the member's applicable benefit plan.	<a href="#">American Specialty Health Plans</a>	<a href="#">Health Net Medi-Cal - 800-972-4226, option 2.</a>  <a href="#">Wellness by Health Net (Medicare Advantage) Medicare Advantage members: 800-678-9133</a> <a href="#">Monday through Friday, 5 a.m.-6 p.m. Pacific time</a>
Behavioral Health Providers Services	Wellness by Health Net (Medicare Advantage)	Behavioral Health - If there is any indication during a medical evaluation that a psychiatric or substance abuse problem is present, the primary care physician (PCP) or his or her staff may contact Health Net for a referral to a behavioral health provider. Health Net also assist with member eligibility, benefits and general questions behavioral health services. Include Substance Abuse Rehab Service, Substance Abuse Facilities Outpatient and inpatient	<a href="#">Behavioral Health Provider Services</a> <a href="http://healthnetcalifornia.com"> (healthnetcalifornia.com)</a>	Call 1-844-966-0298
Acupuncture	Wellness by Health Net (Medicare Advantage) Health Net Medi-Cal	American Specialty Health (ASH)	<a href="#">American Specialty Health - Empowering individuals to live healthier lives</a> <a href="http://ashn.com"> (ashn.com)</a>	Call 800-848-3555
Quit Smoking/Tabacco Cessation Program	Anthem Blue Cross Medi-Cal Health Net Medi-Cal	Kick It	<a href="http://WWW.KICKITCA.ORG">WWW.KICKITCA.ORG</a>	800-300-8086 (English)  800-600-8191 (Spanish)

<b>Community-Based Adults Services Centers</b>	<b>Health Net Medi-Cal</b>	Community-based adult services (CBAS), formerly Adult Day Health Care (ADHC), provides an alternative to institutionalization for eligible Medi-Cal members ages 18 and older.	<a href="#">Community-Based Adult Services Centers</a>	<p><b>Kern</b> Aging and Adult Services, 5357 Truxtun Avenue, Bakersfield, CA 93309 661-868-1000</p> <p>Fax: 661-868-1001 Alzheimer's Disease Association of Kern County 5500 Olive Drive, Bakersfield, CA 93308 661-393-8871</p> <p>Fax: 661-393-9973 Chateau Bakersfield Adult Day Health Care Center 824 18th Street, Bakersfield, CA 93301 661-322-4085</p> <p>Fax: 661-323-1059 Delano Adult Day Health Care Center 1457 Glenwood Street, Delano, CA 93215 661-725-7070</p> <p>&gt; 661-725-9300</p>
<b>Diabetes, Asthma and Heart Failure Disease Management programs</b>	<b>Health Net Medi-Cal</b>	Diabetes, Asthma and Heart Failure Disease Management programs - for Medi-Cal only	<a href="#">Medi-Cal Wellness Programs and Services   Health Net</a>	toll free at 1-800-804-6074 (TTY:711) Monday–Friday from 8:00 a.m. to 5:00 p.m. Pacific time.
<b>FIT Families for Life Program</b>	<b>Health Net Medi-Cal</b>	FOR OBESITY ONLY	<a href="#">Benefits   Obesity (healthnetcalifornia.com)</a>	toll free at 1-800-804-6074 (TTY:711) Monday–Friday from 8:00 a.m. to 5:00 p.m. Pacific time.
<b>FitOn Health</b>	<b>Wellness by Health Net (Medicare Advantage)</b>	<p>FitOn Health gives Medicare members access to the best digital fitness and wellness content, fitness studios, and gyms. This benefit is covered under member's Medicare health plan at no additional cost. Members will be able to continue their current fitness routine while having access to a variety of new activities.</p> <p>At the beginning of each month, credits are added to member's FitOn Health account. Members can use the credits at any fitness facility in the FitOn Health network.</p>	<a href="#">FitOn Health</a>	<p>For more information about this benefit, contact FitOn Health.</p> <p>855-378-6683, select option 1</p> <p>Have questions?</p> <p>Email: <a href="mailto:move@fitonhealth.com">move@fitonhealth.com</a></p> <p>For more information, visit <a href="https://fitonhealth.com/help">fitonhealth.com/help</a>External Link or <a href="https://fitonhealth.com/members">fitonhealth.com/members</a>External Link.</p>
<b>Autism Spectrum Disorders for Medi-Cal only</b>	<b>Health Net Medi-Cal</b>	Diagnostic Evaluation	<a href="#">Regional Center Listings - CA Department of Developmental Services</a>	661-327-8531, TTY: 661-327-1251
<b>Envolve Vision/Centene Visions Services</b>	<b>Health Net Medi-Cal</b>	Contact Centene Vision Services to locate a participating optometrist or optician from whom Medi-Cal members may received covered services (routine vision examination/refraction, lenses and frames) when medically necessary	<a href="#">Envolve Vision (healthnetcalifornia.com)</a>	1-844- 820-8600
<b>Centene Vision Services</b>	<b>Wellcare by Health Net (Medicare Advantage)</b>	Contact Centene Vision Services to locate a participating optometrist or optician from whom Wellcare By Health Net member may receive covered services (routine vision examination/refraction, lenses and frames) when medically necessary.		1-866-392-6058

<p><b>Modivare (formerly LogistiCare)</b></p>	<p><b>Wellness by Health Net (Medicare Advantage)</b></p> <p><b>Health Net Medi-Cal</b></p> <p><b>Anthem Medi-Cal</b></p>	<p>Non-Emergency Transportation</p> <p>Modivare™ (formerly LogistiCare) is Health Net of California's capitated preferred provider for all covered, non-emergency transportation services for HMO members and fee-for-service (FFS) HMOs, as well as Cal MediConnect and Medicare Advantage HMO members assigned to participating physician groups (PPGs) delegated for utilization management but not financially at risk for transportation services. These PPGs are not required to issue transportation authorization to Modivare; however, all referral sources (PPGs, hospitals, skilled nursing facilities, etc.) are required to contact Modivare to arrange for transportation services. Failure to do so may result in the denial of the claim for which you may be liable. Providers must request non-emergency transportation services (other than 911) through Modivare.</p>	<p><a href="#">Modivare</a></p>	<p>Reservations and ride assistance (Where's My Ride? line) for Medi-Cal members: 855-253-6863</p> <p>Ride assistance (Where's My Ride? line) for CalViva Health members: 855-253-6864</p> <p>Hearing impaired (TTY) line: 866-288-3133</p> <p>For providers:</p> <p>Facility line: 866-529-2128</p> <p>Facility fax: 877-601-0535</p>
<p><b>Hearing Care Solutions for Medicare (Check Benefit first)</b></p>	<p><b>Wellcare by Health Net (Medicare Advantage)</b></p>	<p>Diagnostic hearing and balance evaluations are covered to determine whether the member needs medical treatment. For individual and group Medicare Advantage (MA) HMO members, the evaluation can be furnished by the member's primary care physician (PCP), or a Health Net participating ear specialist or audiologist when referred by the member's PCP. MA PPO members can self-refer for in-network or out-of-network levels of coverage.</p> <p>Some individual and group MA HMO plans cover routine hearing tests by a Health Net participating audiologist when referred by the member's PCP.</p> <p>Individual Plan Coverage Hearing Aids</p> <p>Hearing aid coverage is included for some individual MA HMO plans. Refer to the member's Schedule of Benefits Evidence of Coverage (EOC) for specific information on plan coverage and exclusions.</p> <p>For plans that cover hearing aids, the member must obtain the hearing aids directly through Hearing Care Solutions. Members must call Hearing Care Solutions directly to schedule an appointment. Referrals are not required.</p>	<p><a href="#">Benefits   Hearing (healthnetcalifornia.com)</a></p>	<p>866-344-7756</p>
<p><b>Palliative Care</b></p>	<p><b>Health Net Medi-Cal</b></p> <p><b>Anthem Medi-Cal</b></p>	<p>The palliative care team screens members for eligibility and enrollment criteria. Eligible members at any age may receive covered benefits and services while receiving palliative care. The member must be diagnosed with advanced cancer, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), or liver disease. Life expectancy is 12 months or less, health status continues to worsen and the emergency department (ED) or hospital is used to manage the illness.</p> <p>Members receiving palliative care may move to hospice care if they meet the hospice eligibility criteria. For members ages 21 and older, palliative care benefits and curative care are not available once the patient moves to hospice. For members under age 21, curative care is available with hospice care.</p>	<p><a href="#">Palliative Care Services - Eligibility Criteria, Referrals</a></p>	

<b>Continuity of Care for Medi-Cal Beneficiaries who newly enroll in Medi-Cal Managed Care from Medi-Cal Fee for Service.</b>	<b>Medi-Cal only beneficiaries and those dually eligible for Medicare and Medi-Cal</b>	<p>Members may request up to 12 months of Continuity of Care with a Provider if a verifiable pre-existing relationship exists with that Provider. 8 Continuity of Care with a Provider will be referred to as Continuity of Care in this APL. Additionally, if a Member has one of the conditions listed in Health and Safety Code (HSC) section 1373.96, the MCP must provide Continuity of Care for the completion of a course of treatment for that specific condition by a terminated Provider or by a nonparticipating Provider at the Member's request. Members also have the right to Continuity of Care for Covered Services and active prior treatment authorizations for Covered Services.</p> <p>In addition to the requirements in this APL, MCPs must comply with the requirements in APL 21-003 and APL 23-004, or any subsequent APLs on these topics</p>	<a href="#">Continuity of Care</a>	<p>Contact Information Office of the Ombudsman (888) 452-8609</p> <p>Department of Managed Health Care (DMHC) Help Center (Not DHCS) (888) 466-2219</p>
<b>STATE AND COUNTY-SPONSORED PROGRAMS</b>				
<b>Mental health services/Behavioral Health</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	Outpatient mental health services	<a href="#">Kern County Behavioral Health Recovery Services: https://www.kernbhhs.org/</a>	(800) 991-5272
<b>CCS (California Childrens Services)</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	Applies to 21 yo and younger	<a href="#">California Children's Services</a>	<p>Call 661-868-0504 - California Children's Services - Kern County Public Health Services Department - 2nd Floor Bakersfield, CA 93306 - Telephone: (661) 868-0504 - FAX: (661) 868-0280 – email: KernCCS@kerncounty.com</p>
<b>EARLY START/EARLY INTERVENTION</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	Early Start - CA Department of Developmental Services	<a href="#">Early Start   Kern Regional Center (kernrc.org)</a>	<p>Early Head Start Program Kern County Regional Center Phone: (661) 852-3220 Website: https://www.kernrc.org/ Provides early intervention services to infants and toddlers (birth to 36 months) with developmental delay in one or more of the following:</p> <ul style="list-style-type: none"> <li>•Cognitive</li> <li>•Physical and motor development</li> <li>•Vision and hearing impairment</li> <li>•Communication, social, emotional development</li> <li>•Adaptive development</li> </ul> <p>•Those with a significant difference between the expected level of development for their age and their current level of functioning Applicants/Families are asked to contact the Assessment Unit at (661) 852-3220 for information regarding the application and assessment process.</p>
<b>CHILD HEALTH AND DISABILITY PREVENTION PROGRAM (CHDP)</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	Community resources also include the Child Health and Disability Prevention Program (CHDP),		(661) 852-3220
<b>SEARCH AND SERVE FOR MEDI-CAL</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	SPEECH THERAPY FOR MEDI-CAL PEDIATRICS ONLY (0-21)	<a href="#">Search &amp; Serve   Kern County Consortium SELPA   Kern County Superintendent of Schools - Office of Mary C. Barlow</a>	661-636-4817
<b>Alcohol and substance use disorder treatment services</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	Outpatient mental health services	<a href="#">Kern County Behavioral Health Recovery Services: https://www.kernbhhs.org/</a>	(800) 991-5272

<b>REGIONAL CENTERS</b>	<b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b>	<p>Provides early intervention services to infants and toddlers (birth to 36 months) with developmental delay in one or more of the following:</p> <ul style="list-style-type: none"> <li>•Cognitive</li> <li>•Physical and motor development</li> <li>•Vision and hearing impairment</li> <li>•Communication, social, emotional development</li> <li>•Adaptive development</li> </ul> <p>•Those with a significant difference between the expected level of development for their age and their current level of functioning</p>	<p><a href="https://www.kernrc.org/">Website: https://www.kernrc.org/</a></p>	<p>Early Head Start Program Kern County Regional Center Phone: (661) 852-3220</p> <p>Applicants/Families are asked to contact the Assessment Unit at (661) 852-3220 for information regarding the application and assessment process.</p>
<b>AIDs or AIDS-related conditions (AIDS Waiver Program)</b>	<b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b>		<p><a href="https://www.dhcs.ca.gov/services/ltc/Pages/AIDS.aspx">https://www.dhcs.ca.gov/services/ltc/Pages/AIDS.aspx</a></p>	<p>CDPHMCWP@cdph.ca.gov or call (916) 449-5881.</p>
<b>Alpha-Fetoprotein Testing</b>	<b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b>	<p>Maternal serum alpha-fetoprotein (MSAFP) screening of your blood sample looks at the protein made by the developing fetus. The amount of the protein may show whether the fetus has a birth defect called a neural tube defect. The most common types of these defects are:</p> <p>Open spina bifida (opening in the spine) Anencephaly (missing parts of brain or skull)</p> <p>When to get it: MSAFP can be done from 15 weeks to the first day of 21 weeks of pregnancy. Screening results are available in 7 to 10 days.</p>	<p><a href="https://www.cdph.ca.gov/Programs/CFH/DGDS/Pages/pns/Summary-of-California-Prenatal-Screening-Tests.aspx">https://www.cdph.ca.gov/Programs/CFH/DGDS/Pages/pns/Summary-of-California-Prenatal-Screening-Tests.aspx</a></p>	<p>916-558-1784</p>

<p><b>Newborn Hearing Screening Program Services</b></p>	<p><b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b></p>	<p>The California Newborn Hearing Screening Program (NHSP) is a comprehensive coordinated system (See NHSP Flow Chart) of early identification and provision of appropriate services for infants with hearing loss by:</p> <p>Completing hearing screening on approximately 515,000 infants during their hospital birth admission or while receiving care in the intensive care newborn nursery (ICNN).</p> <p>Tracking and monitoring of roughly 10,300 infants to assure that appropriate follow-up testing and diagnostic evaluations are completed.</p> <p>Providing access to medical treatment and other appropriate educational and support services</p> <p>Providing coordinated care through collaboration with those agencies delivering early intervention services to infants and their families.</p> <p>The incidence of permanent significant hearing loss is approximately 2-4 per every 1000 infants. It is the most common congenital condition for which there is a screening program. It is estimated that the NHSP will identify approximately 1000 infants with hearing loss each year.</p> <p>The major focus of the program is to assure that every infant, who does not pass a hearing test, is linked quickly and efficiently with the appropriate diagnostic and treatment services and with the other intervention services needed for the best possible outcome. Recent research shows infants with hearing loss, who have appropriate diagnosis, treatment and early intervention services initiated before six months of age, can develop normal language and communication skills.</p>	<p><a href="#">Newborn Hearing Screening Program</a></p>	<p>Region C &amp; D Southern California Hearing Coordination Center (SCHCC) 1200 California St. Suit 108 Redlands, CA 92374 Phone: (909) 793-1291 Toll Free: (877) 388-5301 Fax: (909) 498-7982 Email: southern.hcc@natus.com NHSP Toll Free Number: (877) 388-5301</p>
<p><b>Women, Infants and Children Supplemental Nutrition Program (WIC) - in Kern County</b></p>	<p><b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b></p>	<p>What is WIC? Women, Infants &amp; Children</p> <p>The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutrition education, breastfeeding support, and nutritious foods to supplement diets. WIC is a federally funded USDA nutrition program that is administered by the California Department of Public Health.</p> <p>Our WIC team includes registered dietitians, degreed nutritionists, International Board Certified Lactation Consultants (IBCLC), certified lactation educators, and other trained professionals. WIC services are provided at no cost. There are currently 16 CAPK-WIC sites, 3 facilities are located in San Bernardino County.</p>	<p><a href="#">WIC - CAPK   Community Action Partnership of Kern</a></p>	<p>Contact: (661) 862-5422</p>
<p><b>End of Life Services</b></p>	<p><b>Health Net Medi-Cal</b> <b>Anthem Medi-Cal</b></p>	<p>The End of Life Option Act allows an adult diagnosed with a terminal disease, who meets certain qualifications, to request the aid-in-dying drugs from their attending physician. The Act requires physicians to submit specified forms and information to the California Department of Public Health (CDPH). CDPH will collect data from forms submitted by physicians. Annual reports will be made pursuant to the Act and relevant privacy requirements.</p>	<p><a href="https://www.cdph.ca.gov/Programs/CHSI/Pages/End-of-Life-Option-Act.aspx">https://www.cdph.ca.gov/Programs/CHSI/Pages/End-of-Life-Option-Act.aspx</a></p>	<p>Please contact the EOLA Program at (916) 445-2890.</p>

<b>Department of Social Services (DSS)</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	The Department of Social Services (DSS) Public Inquiry and Response Unit handles inquiries from Medi-Cal beneficiaries regarding fair hearings and grievances.	<a href="#">Department Of Social Services (DSS)</a>	PO Box 944243 Mail Stop 19-37 Sacramento, CA 94244-2430  800-952-5253  TTY: 800-952-8349 Fax: 916-229-4110
<b>Developmentally Disabled Services</b>	<b>Health Net Medi-Cal</b>	Department of Developmental Services	<a href="#">DDS &amp; Resources   Kern Regional Center (kernrc.org)</a>	
<b>Denti-Cal</b>	<b>Health Net Medi-Cal Anthem Medi-Cal</b>	<p>Non Medi-Cal/Routine Dental care The Medi-Cal Dental FFS Program is the same as FFS Medi-Cal. for your dental services. Before you get dental services, you must show your BIC to the dental provider. Make sure the provider takes FFS Dental and you are not part of a managed care plan that covers dental services. Medi-Cal covers a broad range of dental services through the Medi-Cal Dental Program, including:</p> <p>Diagnostic and preventive (anterior/posterior) dental services such as:            Crowns examinations            X-rays, and (prefabricated/laboratory) teeth cleanings            Scaling and root planning            Emergency services for pain            Complete and partial dentures control            Orthodontics for children who            Tooth extractions qualify            Fillings            Topical fluoride            Root canal treatments</p>	<a href="https://www.dental.dhcs.ca.gov/">https://www.dental.dhcs.ca.gov/</a> or <a href="https://smilecalifornia.org/">https://smilecalifornia.org/</a>	Call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711).
<b>AETNA MEDICARE</b>				
<b>Vendor</b>	<b>Benefit</b>	<b>Phone Number</b>	<b>Website</b>	<b>Notes</b>
<b>24-Hour Nurse Line</b>	Nurse Advise line	1-800-556-1555 (TTY: 711)	Click "Talk to a Nurse" on the Aetna Member Secure Website	
<b>Access2Care</b>	NEMT Transportation	1-855-814-1699 (TTY: 711)	N/A	
<b>Aetna Medicare Extra Benefits Card by NationsBenefit</b>	OTC/Healthy Food Payment Card for <b>DSNP &amp; Eligible Low-Income Subsidy (LIS) Members Only</b>	1-877-205-8005 (TTY: 711)	Aetna.NationsBenefits.com	
<b>Aetna Medicare Payment Card by PayFlex</b>	OTC Payment Card	Contact Aetna Member Services	PayFlex.com	
<b>American Health Services (ASH)</b>	Acupuncture / Chiropractic Services	To find a provider, contact Aetna Member Services	Access ASH network providers at <a href="http://aetnamedicare.com">aetnamedicare.com</a>	
<b>Liberty Dental</b>	<b>DSNP Plans Only</b>	1-866-610-0282	<a href="http://libertydentalplan.com/Find-a-Dentist/Find-a-Dentist.aspx">libertydentalplan.com/Find-a-Dentist/Find-a-Dentist.aspx</a>	
<b>LifeStation</b>	Personal Emergency Response System	1-855-798-9948	<a href="http://lifestation.com">lifestation.com</a>	
<b>NationsBenefit</b>	Post Discharge Meals	Contact Aetna Member Services	Automated system for plan members who qualify	
<b>Nations Hearing</b>	Hearing	1-877-225-0137 (TTY:711)	<a href="http://nationshearing.com/Aetna">nationshearing.com/Aetna</a>	
<b>OneTouch</b>	Glucose Monitor	1-877-764-5390	OneTouch.oderpoints.com Order code: 123AET200	

OTC Health Solutions	OTC for PPO Members and Mail Order Services	1-833-331-1573 (TTY: 711)	cvs.com/otchs/myorder	
Mental Health	Carve out to Aetna - 1-833-570-6670	Aetna Preferred DSNP 866-409-1221 Aetna Plus HMO 888-268-9800 Aetna Medicare select 888-268-9800 Aetna Value Plus LIS 888-268-9800		
EyeMed	Vision Care - Eyewear (Non Medicare covered)	1-844-486-3485 (TTY: 711)	AetnaMedicareVision.com	Routine Eye Care only