

Prison Health Care Provider Network Project

Frequently Asked Questions

Question:	Answer:
<p>1. What are the success goals for the project?</p>	<p>Success goals for the project are defined by Health Net as well as CPHCS and include:</p> <ul style="list-style-type: none"> • Cost-effective health care options • Access to quality care and improved patient outcomes • Heightened coordination between the Institution and medical services and more efficient transport • Enhance timeliness of appointments • Simple, straight-forward access to the provider network • Increased use of telemedicine
<p>2. Are Health Net and CPHCS working together to ensure patient-inmates are receiving quality care?</p>	<p>Health Net and CPHCS will work together to establish a process whereby CPHCS can notify Health Net if provider quality issues are suspected. These notifications will be reviewed by Health Net's Medical Management team, and investigated as appropriate to determine the proper course of action. Health Net will also work closely with the Medical Management leadership of CPHCS to address provider issues.</p>
<p>3. What is the Project timeline and will the roll out be in phases by groups or all Institutions at once?</p>	<p>The Prison Health Care Provider Network (PHCPN) Team will roll out to all 33 Institutions on January 1, 2011. By that date, two-thirds of Health Net's provider network will be established and ready to be utilized. In addition, all web-based applications, claims re-pricing and Medical Management functions will be operational. The second significant program milestone will occur at the end of June 2011, when the last of the network will be ready for use.</p>
<p>4. How will Health Net work with primary care physicians in the institutions to refer patient inmates to new community providers who they have not had a previous relationship with?</p>	<p>Appropriate utilization of the Health Net provider network will be an important component in delivering quality care at reasonable rates. Health Net will work with the primary care physicians in the institutions to utilize the Health Net provider directory in addition to providing training on selecting providers to send patient-inmates for services off-site.</p>
<p>5. How are the network providers credentialed?</p>	<p>Providers within the Health Net provider network will be credentialed through Health Net's credentialing process. The Health Net credentialing process will utilize a rigid industry standard while incorporating CPHCS service requirements to ensure a full range of credentialing procedures and processes are followed.</p>
<p>6. How will this Project provide better services than are now provided?</p>	<p>By expanding enhanced access to care through the network, we will facilitate improved quality of care at reasonable rates. Through the addition of provider relations activities and quality oversight functions, the quality of care will also be monitored.</p>
<p>7. Where can I find additional information about PHCPN?</p>	<p>If you are a provider and wish to learn more about joining the network, contact the PHCPN team by calling the Medical Contracts help desk at (916) 648-8398 or by emailing cphshealthcarecontractshelpdesk@cdcr.ca.gov</p>