



### **Rob's Journey**

Member Background: Rob is a 55-year-old male who was previously incarcerated. He has Type II diabetes and arthritis but always adhered to care plans when in stable condition. Though there were challenges as Rob adjusted to life post release, he was supported through Health Net's wraparound services to access the care he needs.

# A Member's Journey Through Health Net's Medi-Cal Ecosystem



As one of California's most experienced Medi-Cal partners, Health Net works hand in hand with the state to enhance the Medi-Cal system. Health Net has been a key partner in implementation of the transformation of care through California Advancing and Innovating Medi-Cal (CalAIM). This work includes the roll out of all 14 Community Supports (CS) and contracting with more than 260 Enhanced Care Management (ECM) and CS providers. The following member journey provides a snapshot of how Health Net's work to innovate within Medi-Cal and implement CalAIM is addressing members' complex needs by providing them with wraparound supports and services.

# Rob's Journey

Released from  
correctional facility.

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## INTERACTION WITH HEALTH NET

After release, Rob's Health Net Care Manager gets in touch with him to transition him to housing and establish care.



## ENHANCED CARE MANAGEMENT

Rob has an appointment with his Primary Care Physician and is provided with an initial supply of medication to manage his diabetes.



## COMMUNITY SUPPORTS

Housing: Navigation Services

Secures stable  
housing.

2



## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager coordinates with providers and partners to get Rob established at home.



## ENHANCED CARE MANAGEMENT

Through his Care Manager, Rob qualifies for a tenant-based voucher and a housing deposit that allows him to gain stable housing.



## COMMUNITY SUPPORTS

Housing: Deposits  
Housing: Tenancy and Sustaining

Maintains regular  
contact with providers.

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## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager connects him with a nutritionist to support management of his diabetes.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager works with Rob's primary care provider to coordinate appointments with a nutritionist so Rob can receive medically tailored meals at home.



## COMMUNITY SUPPORTS

Meals/Medically-Tailored Meals or  
Medically-Supportive Foods

Loses housing.

Goes between hotels and  
experiencing homelessness.

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## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager locates Rob after he loses housing and works to coordinate interim care.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager connects him with Street Medicine resources, securing appointments to monitor his wellbeing.  
  
Concurrently, Rob's Care Manager works to identify and arrange new housing.



## COMMUNITY SUPPORTS

Street Medicine  
Housing: Navigation Services

# Rob's Journey

Experiencing homelessness leads to hospitalization.

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## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager is contacted by the hospital.

Moved to recuperative facility.

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## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager works with his hospital team and recuperative care facility team to support his care plan.

Continues ongoing treatment. Begins long-term recovery.

7



## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager coordinates with providers and partners to begin Rob's long-term recovery.

Returns to independent living.

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## INTERACTION WITH HEALTH NET

Rob's Health Net Care Manager ensures Rob has stable, safe housing and receives ongoing at-home care to allow him to live independently.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager connects with the hospital to monitor Rob's condition and coordinate transfer to recuperative care.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager ensures he receives ongoing treatment for chronic conditions that allow him to fully recover.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager identifies and secures Rob's transfer to stable housing where he can be supported while living independently.



## ENHANCED CARE MANAGEMENT

Rob's Care Manager also connects him with in-home providers who support at-home medical care for Rob, as well as medically tailored meals to support management of his diabetes.



## COMMUNITY SUPPORTS

Short-Term Post Hospitalization Housing and Recuperative Care



## COMMUNITY SUPPORTS

Housing: Navigation Services



## COMMUNITY SUPPORTS

Housing: Deposits  
Housing: Tenancy and Sustaining

## Conclusion

Rob's Health Net Care Manager maintains contact with Rob and his providers to check on his wellbeing and help to address any new needs as they arise.

## Community Supports



- Housing: Navigation Services, Deposits, Tenancy and Sustaining
- Meals/Medically-Tailored Meals or Medically-Supportive Food

- Street Medicine
- Short-Term Post-Hospitalization Housing and Recuperative Care