

PROVIDER Update



NEWS & ANNOUNCEMENTS

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Refer Members to myStrength: An Additional Resource to Help with Trauma and PTSD

A website with customized tools to help members balance mind and body

For members with adverse childhood experiences (ACEs) and other trauma-related conditions like post-traumatic stress disorder (PTSD), the myStrength program can provide an additional resource. Providers should call MHN at 1-888-327-0010 if a member needs emergent or routine treatment services. Members should call CalViva Health Member Services at 1-888-893-1569 if they need these services.

myStrength.com, *The health club for your mind™*, is an evidence-based, behavioral health self-help resource. It offers interactive, individually-tailored applications that empower members in trauma and PTSD recovery.

Get help with the Trauma and PTSD Recovery Program

The myStrength Trauma and PTSD Recovery Program offers support for recovery from traumas of all types. The program can support members (and providers) who have experienced a traumatic event and may be having difficulty coping. It can assist those who have experienced a wide range of traumatic events, including mass shootings, terrorism, military deployment, natural disasters, sexual assault, childhood abuse, accidents, violence, and loss.

Through education and testimonial videos from people who have recovered from traumatic experiences, this program shows those struggling with trauma and PTSD that there is a way forward that's been proven to work for so many others.

Join a myStrength webinar to learn about referring members

Register for a myStrength training webinar that will include a brief overview of myStrength, a tour of the website and member resources, and instruction on the member referral process.

When: May 6, 2020, at 12 p.m. Pacific time

Register in advance at:

<https://livongo.zoom.us/meeting/register/uZQtquqorzMrIATzhdI97iHwHarRUL-D9g>

Guest access code for providers only

Providers who are not plan members themselves may use a guest access code to access myStrength for personal trauma support. Refer to the following chart for access codes to refer members or use the site yourself.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569

www.healthnet.com

Use myStrength...	Email address	Access code
As a provider to refer members. Access Provider Connect and the referral form.	Work email address	HNStaff
For personal use. Access the full suite of myStrength programs and resources and be excluded from reporting.	Personal email address	HNCommunity

On-demand resources – 24/7

Members can enjoy the benefits of this resource, and more, from the comfort and privacy of their home! myStrength.com offers in-the-moment mood tracking and immediate stress-relief tools, including:

- A variety of mood-improving resources.
- Step-by-step eLearning modules.
- Interactive tools.
- Weekly action plans.
- Self-help workbooks.
- Daily inspirations.

Private and confidential

myStrength.com is a Health Insurance Portability and Accountability Act- (HIPAA-) compliant platform with customized interactive tools using web and mobile technology. It is private, safe and secure.

Sign up today!

Members can visit myStrength.com to sign up online.

- 1 In a web browser enter mystrength.com/calviva.
- 2 Click *Sign Up*.
- 3 Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

Go mobile!

After setting up an online account, members can also download the myStrength app for iOS and Android devices and register using the same email and password.

Referrals make a difference

In addition to the Trauma and PTSD Recovery Program, myStrength.com addresses other areas to help members:

- Anxiety
- Balancing intense emotions
- Chronic pain
- Depression
- Insomnia
- Mindfulness and meditation
- Pregnancy and Early Parenting Program
- Stress
- Substance use

Encourage members struggling with mental health issues to register on myStrength.com. See the steps under Sign up today!

Additional information

Providers are encouraged to access the provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.