



Dear Medi-Cal Participating Provider:

Managed Health Network (MHN) is pleased you have agreed to join our network as a Medi-Cal participating provider serving CalViva Health members. CalViva Health is a licensed health plan that contracts with MHN to serve Medi-Cal enrollees in Fresno, Kings and Madera counties. We are excited to partner with you to meet the mental health care needs of our beneficiaries. This letter is to notify you of the training material available to you and your staff to become familiar with the Medi-Cal line of business. **MHN requires you to attest to reviewing and understanding the required training material or completion of onsite MHN trainings. You must complete onsite trainings or return the attestation during your credentialing period and no later than 10 days after your effective date with MHN.** Your effective date is when you have completed all the credentialing requirements.

MHN provides required training material via the website at [www.MHN.com](http://www.MHN.com). Some of the training material available:

- Fraud, Waste and Abuse Training
- Cultural Competency and Diversity Training (PDF)
- Special Needs Plan (SNP) Model of Care (PDF)

Other online material to assist you in understanding and adhering to policies and procedures in accordance with your Provider Participation Agreement include:

- **Medi-Cal Provider Handbook**  
This handbook provides county-specific operational information and contains essential components of the Medi-Cal plan, including basic information about public health programs available to Medi-Cal members.
- **ICE Toolkit – *Better Communication, Better Care: Provider Tools to Care for Diverse Populations***  
The ICE toolkit was produced by the Industry Collaboration Effort (ICE). ICE is a multidisciplinary team of providers, health plans, associations, and accrediting bodies that work collaboratively to implement and improve regulatory compliance. The toolkit includes provider tools and resources to care for and interact with diverse populations.
- **Secure Provider Portal-**  
There are a variety of available online tools available to you on the provider portal checking the status of claims, eligibility and benefit verification, clinical, quality management and administrative updates, and more.
- **Interpreter Services**  
The CalViva Health Interpreter Services promotional flyer provides quick-reference contact information for providers to request no-cost telephone and onsite medical interpreter services through the Language Support Line.



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**The Medi-Cal Attestation form is enclosed and** must be completed and submitted to Professional Relations, as indicated, to ensure you have received the materials in this packet and understand the responsibilities related to CalViva Health's Medi-Cal managed program as a newly contracted Medi-Cal provider. For convenience, it is also posted on our website and we have allowed for you to digitally sign and date the form for submittal. Just complete the attached form attached or on the website and email the completed form back to [Professional.Relations@mhn.com](mailto:Professional.Relations@mhn.com).

We appreciate your participation.

Managed Health Network