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## News

# 20-670 Have a Plan Ready When Disaster Strikes

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This information applies to Physicians, Participating Physician Groups (PPGs), Hospitals, and Ancillary providers.

For Medi-Cal, this information applies to Kern, Los Angeles, Sacramento, San Diego, San Joaquin, Stanislaus, and Tulare counties.

## Protect members' health, manage stress and know your resources

Continue giving high quality care with a disaster preparedness plan when the unexpected happens. It reduces risks to your practice and identifies the resources you need for different types of disasters:

- Outbreak of communicable diseases, such as COVID-19
- Natural disasters like floods and earthquakes
- Economic downturns
- Human-caused hazards such as accidents, acts of violence or fire

## Tailor your plan to fit your practice

The steps below outline what to cover in your plan, how to train staff and where to make improvements. Details about preparing a disaster preparedness plan are available on the Department of Homeland Security's Ready website (<https://www.ready.gov/>) and Governor's Office of Emergency Services (<https://www.caloes.ca.gov/>) websites. For more information, refer to *online resources* at the end of this update.

## Program management

- Organize, develop and administer your program
- Identify regulations that establish minimum requirements

## Planning

- Gather information about hazards and assess risks
- Conduct a business impact analysis
- Examine ways to prevent hazards and reduce risks

## Implementation

Write a plan that includes:

- Resource management
- Emergency response
- Crisis communications
- Business continuity
- Information technology

## Testing and exercises

- Test and evaluate your plan
- Define different types of exercises
- Learn how to conduct exercises
- Use exercise results to evaluate how well the plan works

## Program improvement

- Identify when the plan needs to be reviewed
- Find ways to evaluate the plan
- Use the review to make changes

## Excessive stress and effects on health

Disasters cause stress which can lead to short and long-term physical and mental health impacts, such as cardiovascular, metabolic, immunologic, and neuropsychiatric risk. To help regulate the stress response, adapt disaster-responsive and trauma-informed principles as part of your usual practice. Common signs of distress can include:

- Feelings of fear, anger, sadness, worry, numbness, or frustration
- Changes in appetite, energy, and activity levels
- Difficulty concentrating and making decisions
- Difficulty sleeping or nightmares
- Physical reactions, such as headaches, body pains, stomach problems, and skin rashes
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drug

## Resources for members

### In active crisis:

- CalHOPE Crisis Services (<https://calhope.dhcs.ca.gov/>) – Delivers crisis support for communities impacted by a national disaster. Call (833) 317-HOPE (4673)
- SAMHSA'S Disaster Distress Helpline (<http://www.samhsa.gov/find-help/disaster-distress-helpline>) – Provides 24/7, 365 days of crisis counseling and support for emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUS to 66746 to speak with someone.

### Impacted by disaster or excessive stress:

- MHN (<http://www.mhn.com/providers.html>) – Refer members who are ready for a mental health evaluation and treatment. Call 1-800-327-4103
- Case Management – For help or to learn more, refer members to Health Net Behavioral Health Case Management. Call 1-866-801-6294
- Health Net Community Connect (<https://healthnet.auntbertha.com/>) – Use this tool to search online for free or reduced cost local resources like medical care, food, job training, and more based on a ZIP

code. Visit the Health Net Aunt Bertha website, enter a ZIP code and click on Search, for more information.

- Telehealth – Cost-effective and user-friendly when in-person contact is not required.
- myStrength (<https://bh.mystrength.com/hnmedical>) – Offers online self-care resources that cover a range of topics (i.e., stress, anxiety, chronic pain, and more). Note: If a member needs emergent or routine treatment services, call MHN at 1-800-327-4103. Members can download the myStrength app at Google Play or the Apple Store. Visit the myStrength website to join online. Click Sign Up. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

## Online resources

- Department of Homeland Security's Ready website (<https://www.ready.gov/>) - Home page includes multiple topics about disasters
- CalOES Business Preparedness Planning Page for Businesses and Organizations (<https://www.caloes.ca.gov/businesses-organizations>) - Five steps to develop your business preparedness plan
- CDC Public Health Emergencies Planning Resources (<https://www.cdc.gov/cpr/readiness/healthcare/planning.htm>) - Healthcare Preparedness
- SAMHSA: Train Your CCP Staff (<https://www.samhsa.gov/dtac/ccp-toolkit/train-your-ccp-staff>) - Train Your Crisis Counseling Assistance and Training Program (CCP) Staff
- All Plan Letter from DHCS, April 7<sup>th</sup>, 2020 (PDF) (<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2020/APL20-008.pdf>) - All Plan Letter (APL) 20-008, Mitigating health impacts of secondary stress due to COVID-19 Emergency
- A Disaster Preparedness Plan for Pediatricians from the AAP – MS (PDF) (<https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/children-and-disasters/Documents/DisasterPrepPlanforPeds.pdf>) - A disaster preparedness plan for pediatricians
- SAMHSA: Disaster Responder Stress Management (<https://www.samhsa.gov/dtac/dbhis-collections/disaster-response-template-toolkit/disaster-responder-stress-management>) - Disaster Responder Stress Management
- CDC Taking Care of Your Emotional Health (<https://emergency.cdc.gov/coping/selfcare.asp>) - Taking Care of Your Emotional Health

## Additional information

Providers are encouraged to access the provider portal

([https://www.healthnet.com/content/healthnet/en\\_us/providers.html](https://www.healthnet.com/content/healthnet/en_us/providers.html)) online 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 the Health Net Medi-Cal Provider Services Center within 60 days at 1-800-675-6110.

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