

Member Guide to *Health Net* HMO

*Important 2012 plan information for the
Los Angeles Unified School District*



Jesus Hao
Health Net



Health Net®

Welcome to Health Net

This guide is geared to new HMO members; however, it has useful benefit information for everyone. We know you'll have questions and hope that this guide answers your most important questions regarding:

- finding out if your doctor is in the network, and if you can keep the same doctor;
- transitioning medical care and treatment in process; and
- transitioning any existing prescriptions.

Your 2012 Health Net benefits will be included in your 2012 Enrollment Guide, which you will receive from LAUSD. For more benefit details, please visit our website at www.healthnet.com/lausd, or you can call us at 1-800-654-9821 and we'll be happy to send information to your home.



How do I find a provider?

With our online ProviderSearch tool, it's easy to find out if your current doctor is already in our network or to find a new doctor. Here's how:

- Go to www.healthnet.com/lausd and click *ProviderSearch*.
- Select a search method and follow the instructions.
- Select your plan – if you are an **Active Employee or Early Retiree: HMO** – *Employer Group Plans* and Medical Group.
- Select your plan – if you are a **Medicare Retiree: Seniority Plus Medicare Advantage HMO** and Medical Group.
- Click *Search* to see a list of all providers in the Medical Group (PPG).

To find providers that fit your preferences, you can also narrow your search by selecting primary care physicians, specialists, hospitals, urgent care centers, and more. Plus, save search results and get maps and driving directions too.

Important medical information

Medical transition of care program

As a new enrollee, you may also request continued care from a provider, including a hospital that is not contracted with Health Net, for any of the following conditions:

- surgery and surgical follow-up care
- acute condition (e.g., sudden GI bleed, broken bone)
- serious chronic condition
- pregnancy and immediate post-partum
- care of newborns
- chemotherapy

- transplant
- terminal illness

What you need to do:

1. If your current provider is not in the Health Net network, make an appointment and talk to your doctor about transitioning your medical care and treatment.
2. Next, download a Transition of Care form from www.healthnet.com/lausd, or request one over the phone by calling the Health Net Customer Contact Center.
3. Complete page one of the form. Make a copy for your records, then send the completed form to Health Net by December 14 or as soon as reasonably possible.
4. Health Net will evaluate your request and may contact your provider. Your provider must agree to the same contractual terms and conditions required of Health Net contracted providers, including payment terms.
5. Once your eligibility is received from LAUSD and updated in Health Net's systems, Health Net will review your Transition of Care application and make a decision, usually within eight business days. (There may be extenuating circumstances due to the holidays.)
6. Health Net will contact you with our decision. If you do not agree with Health Net's decision, you may file an appeal with Health Net by contacting our Customer Contact Center at 1-800-654-9821 or by writing to Health Net directly.



Herminia Escobedo,
Health Net
We get members what they need.

Important pharmacy information for HMO plan members

We want to make your move to Health Net as smooth as possible. Following is pharmacy benefit information as well as some suggestions to help make the change easy for you.

Pharmacy benefit copayment overview

The three-tier benefit plan allows you access to more drugs without the need of prior approval, however, the third-tier copayment will be the highest. See the table below for a description of the three benefit tiers.

You may currently be using a non-formulary medication. Refer to the addendum on page 6 for a list of medications on the third tier along with possible alternatives that could lower your out-of-pocket costs. Please contact your doctor, as only he or she can determine if a change is right for you.



Request medication refill(s)

To avoid running out of medication while switching health plans, you are encouraged to obtain medication refills one week before you run out of medication through a local pharmacy or at least two weeks through our mail order pharmacy.

Once your new coverage begins with Health Net, remember to present your new ID card to your pharmacy and let them know you have changed health insurance. Sharing this information allows your pharmacy to send the prescription claim(s) to Health Net instead of your previous health plan.



Christian Aparicio,
Health Net
We help make
health care simple.

Your three-tier HMO Pharmacy benefits (active employees and early retirees)

Benefit	Tier 1	Tier 2	Tier 3
	Generic drugs on the Health Net Recommended Drug List	Brand drugs on the Health Net Recommended Drug List	Nonformulary drugs on the Health Net Recommended Drug List
Retail pharmacy (up to a 30-day supply)	\$5	\$25	\$45
Mail order pharmacy (up to a 90-day supply)	\$10	\$50	\$90
CVS/pharmacy retail (up to a 90-day supply)	\$10	\$50	\$90
Mandatory program for maintenance medications	You are required to use mail order or the maintenance choice program for any maintenance medication that you have already filled three (3) times at a retail pharmacy. See the Maintenance Choice section of this brochure for more details.		
Generic substitutions	If a brand-name drug (formulary or nonformulary) is requested when a generic equivalent is available, you will have to pay the full cost of the medication, unless your doctor obtains prior authorization from Health Net. This policy applies if the prescribing doctor notes "Dispense As Written," "Do Not Substitute" or similar words, or if you request a brand-name drug.		

Note: the preceding overview provides highlights of benefit information about the LAUSD Health Net HMO Plan. Complete details about the plan are contained in the legal plan documents that govern plan operations and administration. If there is a discrepancy between the information provided above and the provisions of the plan documents, the plan documents will govern.

Prescription transition of care program

If you are new to Health Net and have been using medication for which Health Net requires “pre-approval” for coverage, you may be able to avoid having to go through the prior authorization process:

1. Verify that your current medication is part of Health Net’s Formulary, or Recommended Drug List by visiting www.healthnet.com/lausd.
2. Ask your doctor if the drug(s) you are taking or he or she is prescribing requires prior authorization.

If your current maintenance medication(s) are listed on Health Net’s Prescription Transition form, you’ll need to complete the form and return it to Health Net. Go to www.healthnet.com/lausd > *New Members/ Transition of Care* to download the form or call the Customer Contact Center.

Maintenance Choice pharmacy program for HMO members

The Maintenance Choice pharmacy program provides you with more convenience for filling your maintenance prescriptions on the Health Net Maintenance Drug List. A maintenance medicine is one taken regularly for long-term therapy or chronic conditions, such as high blood pressure, asthma, diabetes or high cholesterol. Keep in mind this

program only applies to filling maintenance medications. You can still fill 30-day non-maintenance prescriptions at any Health Net contracted pharmacy. The program also does not apply to Medicare Advantage retirees.

How does the program work?

After the third fill of a maintenance medication on the Health Net Maintenance Drug List at a network retail pharmacy, you are required to receive future refills (90-day supply) using either the CVS Caremark Mail Order Pharmacy or your local CVS/pharmacy location. The choice is up to you; the copayment is the same either way.

Already using CVS Caremark mail order pharmacy?

If you want to continue, there’s nothing else you need to do. However, if you’d like to switch to a CVS/pharmacy location, you can do so by visiting your local CVS/pharmacy or by calling CVS Caremark Mail Service at 1-888-624-1139.

If you are using a retail pharmacy

CVS Caremark will contact you after your last allowable 30-day fill. CVS Caremark will help you get a 90-day prescription by contacting your doctor and arranging for your next refill to be ready when you need it through your choice of either the CVS Caremark Mail Order Pharmacy or a CVS/pharmacy location.



Find your medications at www.healthnet.com/lausd by checking the Recommended Drug List.

Advantages of mail order pharmacy:

- Enjoy convenient home delivery.
- Receive medication in confidential, tamper resistant and (if necessary) temperature-controlled packaging.
- Talk to a pharmacist by phone.

Advantages of a CVS/pharmacy location:

- Pick up your long-term medication directly from the pharmacy at a time that is convenient for you.
- Enjoy same-day prescription availability.
- Talk face-to-face with a pharmacist.

Get started!

If you are new to Health Net and want to get started using the Maintenance Choice pharmacy program, there are three ways to set up an account:

- Call CVS Caremark directly at 1-888-769-9030. They will contact your doctor to get your prescription information. When you call, be sure to have the medication name and your doctor's information handy (name, phone number and fax number if available).
- Download and print the CVS Caremark order form from www.healthnet.com/laUSD > My Benefits/Drug List, fill it out and mail it to CVS Caremark.
- Visit your local CVS/pharmacy location.

After setting up your CVS Caremark mail order account, go to www.healthnet.com/laUSD > My Benefits/Drug List to place your refill order.

Health Net preferred blood glucose testing supplies

Using the Health Net preferred brands of blood glucose monitors and test strips will ensure coverage for your diabetic testing supplies. Health Net's preferred manufacturers are **Roche Diagnostics** and **Abbott Diabetes Care**. The following monitors use test strips covered at your Tier 2 (brand) copayment. Non-preferred products are not covered.

Health Net
members log on to
www.healthnet.com/laUSD
or call us
toll-free at
1-800-893-5597
(TDD/TTY
1-800-276-3821)



Ric Magallon,
Health Net
*We find solutions to
improve access to care.*

To make sure you have the most up-to-date monitoring equipment, Health Net will provide one of our preferred monitors at no charge. Below is our preferred product selection. Ask your doctor for a prescription for the monitor that best suits you and for test strips. Your Health Net participating pharmacy will provide the monitor to you at no charge and your test strips and lancets at your Tier 2 (brand) copayment.

Accu-Chek Aviva	<ul style="list-style-type: none">• 5-second testing• 0.6 microliter sample size• 150 quality checks• Approved for alternate site testing
Accu-Chek Compact Plus	<ul style="list-style-type: none">• 5-second test results• No strip handling – 17 strip pre-loaded drum• Approved for alternate site testing• No coding
Freestyle Lite	<ul style="list-style-type: none">• 5-second testing• 0.3 microliter sample size• No coding• Approved for alternate site testing
Freestyle Freedom Lite	<ul style="list-style-type: none">• 5-second testing• 0.3 microliter sample size• Approved for alternate site testing
Precision Xtra	<ul style="list-style-type: none">• 5-second testing• 1.5 microliter sample size• Blood ketone testing

New Health Net ID cards

Look for your new Health Net ID cards in the mail. Our goal is to have them delivered before January 1; however, due to the holidays there may be some delays. When you receive your ID card, check to make sure that your PCP selection is correctly identified. If the doctor listed is incorrect, call the Health Net Customer Contact Center.

Once you're a registered member of the Health Net website, you'll also have the ability to print a temporary medical ID card or change your PCP online.

More Health Net resources

After you get your Health Net ID card, register for access to our member website. It takes just a few minutes. Go to www.healthnet.com/lausd. Once you have your user name and password, you'll have access to a wide variety of resources and tools, including:

Decision Power®: Health in Balance

Information, resources and support for every person, every stage of health. With Health Net, you get more than health care coverage. You get Decision Power.

Decision Power brings together under one roof the information, resources and personal support that fit you, your health and your life.

Whether you ...

- have a question
- want help with a specific health goal
- need treatment but want to understand all your options
- are living with illness

... you choose how and when to use the information, resources and support available. You can use Decision Power online or by calling a Health Coach. Try multiple resources at once, or one at a time. 24 hours a day, 7 days a week, Decision Power is here for you.



Remember to present your new Health Net ID card whenever you receive medical care or prescription medications.



Log on to www.healthnet.com/lausd:
Try a step-by-step plan for losing weight, stopping smoking or boosting nutrition. You can start with our online coaching and self-help tools. Phone coaching support is included so making lasting, healthy changes is easier.

Tina Machi,
Health Net
We give members a seamless health care experience.



Set up a personal Health Record to track your health progress and have a complete medical snapshot whenever you need it.

Find support for any kind of mental health concern such as depression, alcohol use, eating disorders, etc. For additional clinical support, call a Decision Power Health Coach.

Be informed with our trusted, easy to understand materials – audio and streaming video resources that help weigh the pros and cons of various treatments through real-life stories.

Know your numbers with our health trackers (cholesterol, diet, fitness), treatment cost estimator and hospital comparison reports.

You can use Decision Power whenever you want and as much as you like. Because when it comes to your health, there's more than one right answer.

Health Net HMO preferred prescription drug alternatives

<i>Non-formulary drug – 3rd Tier</i>	<i>Generic name</i>	<i>Formulary alternatives – Tiers 1 or 2</i>
ACTIVELLA PATCH	Estradiol / Norethindrone	CLIMARA PRO, PREMPRO, PREMPHASE, Medroxyprogesterone (PROVERA) plus Estradiol tablets (ESTRACE), Estradiol patches (CLIMARA), ESTRADERM, VIVELLE, or Estropipate (OGEN, ORTHO-EST)
ACTONEL	Risedronate	Alendronate (FOSAMAX)
ADDERALL XR	Amphetamine-dextroamphetamine Cap SR	Amphetamine mixture, immediate release (ADDERALL), Methylphenidate (RITALIN, RITALIN SR, METADATE ER), dextroamphetamine (DEXEDRINE, DESTROSTAT), Methylphenidate SR (CONCERTA), VYVANSE
AGGRENOLX	Dipyridamole (PERSANTINE) / Aspirin	Dipyridamole (PERSANTINE) + Aspirin
ALVESCO INHALER	Ciclesonide	FLOVENT HFA, QVAR, ASMANEX
AMBIEN CR	Zolpidem Continuous Release	Zolpidem (AMBIEN), Temazepam (RESTORIL), Lorazepam (ATIVAN), Flurazepam (DALMANE)
ANDRODERM	Testosterone Transdermal	ANDROGEL
ANGELIQ TABLETS	Drospirenone-Estradiol	PREMPRO, CLIMARA PRO PATCH
ATACAND	Candesartan	Losartan (COZAAR), Benazepril (LOTENSIN), Lisinopril (ZESTRIL), BENICAR, DIOVAN

<i>Non-formulary drug – 3rd Tier</i>	<i>Generic name</i>	<i>Formulary alternatives – Tiers 1 or 2</i>
AVAPRO	Irbesartan	Losartan (COZAAR), Benazepril (LOTENSIN), Lisinopril (ZESTRIL), BENICAR, DIOVAN
AVODART	Dutasteride	Finasteride (PROSCAR) (PA), Doxazosin (CARDURA), Terazosin (HYTRIN), FLOMAX
BENZACLIN GEL	Clindamycin-Benzoyl Peroxide	Benzoyl / Erythromycin (BENZAMYCIN), Erythromycin Topical, Clindamycin Topical, Tretinoin (RETIN-A), RETIN A MICRO), DIFFERIN, DUAC, TAZORAC, Sulfacetamide/sulfur (SULFACET-R)
BONIVA	Ibandronate	Alendronate (FOSAMAX)
BYETTA	Injectable drug	CONTACT YOUR MEDICAL GROUP
BYSTOLIC	Nebivolol	Atenolol (TENORMIN), Metoprolol/SR (LOPRESSOR, TOPROL XL), Carvedilol (COREG) immediate release
CADUET	Amlodipine / Atotvastatin	Amlodipine (NORVASC) PLUS Simvastatin (ZOCOR), or VYTORIN, or CRESTOR, or lovastatin (MEVACOR), or pravastatin (PRAVACHOL)
CELEBREX	Celexicob	Meloxicam (MOBIC)
CENESTIN	Estrogens, Conjugated Synthetic	PREMARIN, Estradiol (ESTRACE), Estradiol patch (CLIMARA, VIVELLE/DOT), Estropipate (OGEN, ORTHO-EST)
CLARINEX	Desloratadine	Fexofenadine (ALLEGRA), Loratadine (CLARITIN), Cetirizine (ZYRTEC) - ALL AVAILABLE OTC
COMBIGAN	Timolol / Brimodine	Timolol (TIMOPTIC) plus Brimodine (ALPHAGAN P) or LUMIGAN or TRAVATAN
COMBIVENT	Albuterol / Ipratropium	PROVENTIL HFA AND ATROVENT HFA
CONTOUR TEST STRIPS	Blood glucose test strips	USE FREESTYLE LITE, FREESTYLE FREEDOM LITE, ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACCU-CHEK COMFORT CURVE, PRECISION XTRA
COREG CR	Carvedilol CR Capsules	Carvedilol (COREG)-immediate release tablets
COSOPT	Dorzolamide / Timolol	AZOPT plus Timolol (TIMOPTIC)
DEMADEX	Torseamide	Furosemide (LASIX), Bumetanide (BUMEX)
DEXILANT	Dexlansoprazole	Pantoprazole (PROTONIX), Omeprazole (PRILOSEC), ACIPHEX
ENABLEX	Darifenecin	Oxybutinin Immediate Release Tabs., DETROL, DETROL LA, TOVIAZ
FEMRING	Estradiol Vaginal Ring	Estradiol Patches (CLIMARA), ESTRADERM, VIVELLE, VIVELLE-DOT, ESTRACE VAGINAL CR, PREMARIN VAGINAL CR
Fluvoxamine	Fluvoxamine	Fluoxetine Capsules (PROZAC), Citalopram (CELEXA), Paroxetine (PAXIL), Venlafaxine (EFFEXOR), EFFEXOR XR, Bupropion (WELLBUTRIN, WELLBUTRIN SR), LEXAPRO
FOCALIN XR	Dexmethylphenidate SR	Amphetamine mixture, immediate release (ADDERALL), Methylphenidate (RITALIN, RITALIN SR, METADATE ER), dextroamphetamine (DEXEDRINE, DESTROSTAT), Methylphenidate SR (CONCERTA), VYVANSE
FOSAMAX – D	Alendronate – Vitamin D	Alendronate (FOSAMAX)
FOSRENOL	Lanthanum Carbonate	Calcium Acetate (PHOSLO)
LAMICTAL XR	Lamotrigine SR	Lamotrigine Immediate Release
LESCOL XL	Fluvastatin SR 80mg	Lovastatin (MEVACOR), Pravastatin (PRAVACHOL), Simvastatin (ZOCOR)
LIPITOR	Atorvastatin	Lovastatin (MEVACOR), Pravastatin (PRAVACHOL), Simvastatin (ZOCOR), VYTORIN, CRESTOR

<i>Non-formulary drug – 3rd Tier</i>	<i>Generic name</i>	<i>Formulary alternatives – Tiers 1 or 2</i>
LUNESTA	Eszopiclone	Flurazepam (DALMANE), Temazepam (RESTORIL), Triazolam (HALCION), Zolpidem (AMBIEN)
LYRICA	Pregabalin	Gabapentin (NEURONTIN)
MICARDIS	Telmisartan	Losartan (COZAAR), BENICAR, DIOVAN
NASACORT	Triamcinolone	Fluticasone Nasal (FLONASE), NASONEX, VERAMYST
NEXIUM	Esomeprazole	Pantoprazole (PROTONIX), Omeprazole (PRILOSEC), ACIPHEX
NOVOLIN	Insulin	HUMULIN
NOVOLOG	Insulin	HUMALOG
NOVOLOG MIX 70-30	Insulin	HUMALOG MIX 75/25
OMNARIS	Ciclesonide	NASONEX, Fluticasone Nasal (FLONASE), VERAMYST
ONE TOUCH FASTAKE TEST STRIPS	Blood glucose test strips	USE FREESTYLE LITE, FREESTYLE FREEDOM LITE, ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACCU-CHEK COMFORT CURVE, PRECISION XTRA
ONE TOUCH TEST STRIPS	Blood glucose test strips	USE FREESTYLE LITE, FREESTYLE FREEDOM LITE, ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACCU-CHEK COMFORT CURVE, PRECISION XTRA
ONE TOUCH ULTRA TEST STRIPS	Blood glucose test strips	USE FREESTYLE LITE, FREESTYLE FREEDOM LITE, ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACCU-CHEK COMFORT CURVE, PRECISION XTRA
PREVACID	Lansoprazole	Pantoprazole (PROTONIX), Omeprazole (PRILOSEC), ACIPHEX
PROAIR HFA	Albuterol HFA	PROVENTIL HFA
RAZADYNE	Galantamine	Donepezil (ARICEPT), Rivastigmine (EXELON)
RELPAK	Eletriptan	Sumatriptan (IMITREX), Naratriptan (AMERGE), MAXALT, MAXALT MLT
RENAGEL	Sevelamer	Calcium Carbonate (OTC AVAILABLE: NOT COVERED), Calcium Acetate (PHOSLO)
RHINOCORT AQ	Budesonide Nasal Suspension	Fluticasone Nasal (FLONASE), NASONEX, VERAMYST
RISPERDAL-M	Risperidone ODT	Risperidone (RISPERDAL) ORAL TABLETS
STRATTERA	Atomoxetine	Methylphenidate SR (Ritalin SR), Dextroamphetamine SR (DEXEDRINE), Amphetamine Mixture (ADDERALL), VYVANSE
SYMBICORT	Budesonide / Formoterol	ADVAIR HFA
TESTIM	Testosterone	ANDROGEL
ULTRACET	Tramadol / Acetaminophen	Tramadol (ULTRAM) PLUS Acetaminophen (TYLENOL)
ULTRAM ER	TRAMADOL EXTENDED RELEASE	Tramadol (ULTRAM) PLUS Acetaminophen (TYLENOL)
UROXATRAL	Alfuzosin	Doxazosin (CARDURA), Terazosin (HYTRIN), Finasteride (PROSCAR) (PA)
VAGIFEM	Estradiol Vaginal Tablet	Estradiol patches (CLIMARA), ESTRADERM, VIVELLE, ESTRACE VAGINAL CR, PREMARIN VAGINAL CR
VENTOLIN HFA	Albuterol HFA	PROVENTIL HFA
VESICARE	Solifenacin	Oxybutynin Immediate Release Tablets, DETROL, DETROL LA
WELCHOL	Colesevalam	Cholestyramine Powder (QUESTRAN, QUESTRAN LIGHT – BULK POWDER ONLY)
XALATAN OPHTHALMIC SOLN.	Latanoprost	LUMIGAN, TRAVATAN, TRAVATAN Z
XYZAL	Levocetirizine	Fexofenadine (ALLEGRA), Loratadine (CLARITIN), Cetirizine (ZYRTEC) – ALL AVAILABLE OTC

<i>Non-formulary drug – 3rd Tier</i>	<i>Generic name</i>	<i>Formulary alternatives – Tiers 1 or 2</i>
ZETIA	Ezetimibe	Lovastatin (MEVACOR), VYTORIN, Pravastatin (PRAVACHOL), Simvastatin (ZOCOR), ADVICOR, VYTORIN, CRESTOR
ZOMIG / ZOMIG ZMT	Zolmitriptan	Sumatriptan (IMITREX), Naratriptan (AMERGE), MAXALT, MAXALT MLT
ZYFLO CR	Zileuton CR	SINGULAIR



**Sharyl Barney,
Health Net**
*We serve members
from behind the scenes.*

Call us with questions

Health Net is here for you! Our team of knowledgeable customer service representatives can answer specific questions to help make your transition to Health Net as easy as possible.

Actives and early retirees:

1-800-654-9821

Monday–Friday, 8:00 a.m.–6:00 p.m. PST

Prospective Medicare Advantage members:

1-800-596-6565

Enrolled Medicare Advantage members:

1-800-275-4737

Additional contact numbers:

1-877-891-9050 (Cantonese)

1-877-339-8596 (Korean)

1-877-891-9053 (Mandarin)

1-800-331-1777 (Spanish)

1-877-891-9051 (Tagalog)

1-877-339-8621 (Vietnamese)

Telecommunications device for the hearing and speech impaired:

1-800-995-0852

Or send an email by going to www.healthnet.com/laUSD, and clicking “Contact Us.”

Health Net

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Van Nuys, CA 91409-9103

www.healthnet.com/laUSD

CA84931 (9/11)

You have access to Decision Power through your current enrollment with any of the following Health Net companies: Health Net of California, Inc.; Health Net Life Insurance Company. Decision Power is not part of Health Net's commercial medical benefit plans. Also, it is not affiliated with Health Net's provider network and it may be revised or withdrawn without notice. Decision Power services, including Health Coaches, are additional resources that Health Net makes available to enrollees of the above listed Health Net companies. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. Health Net and Decision Power are registered service marks of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.