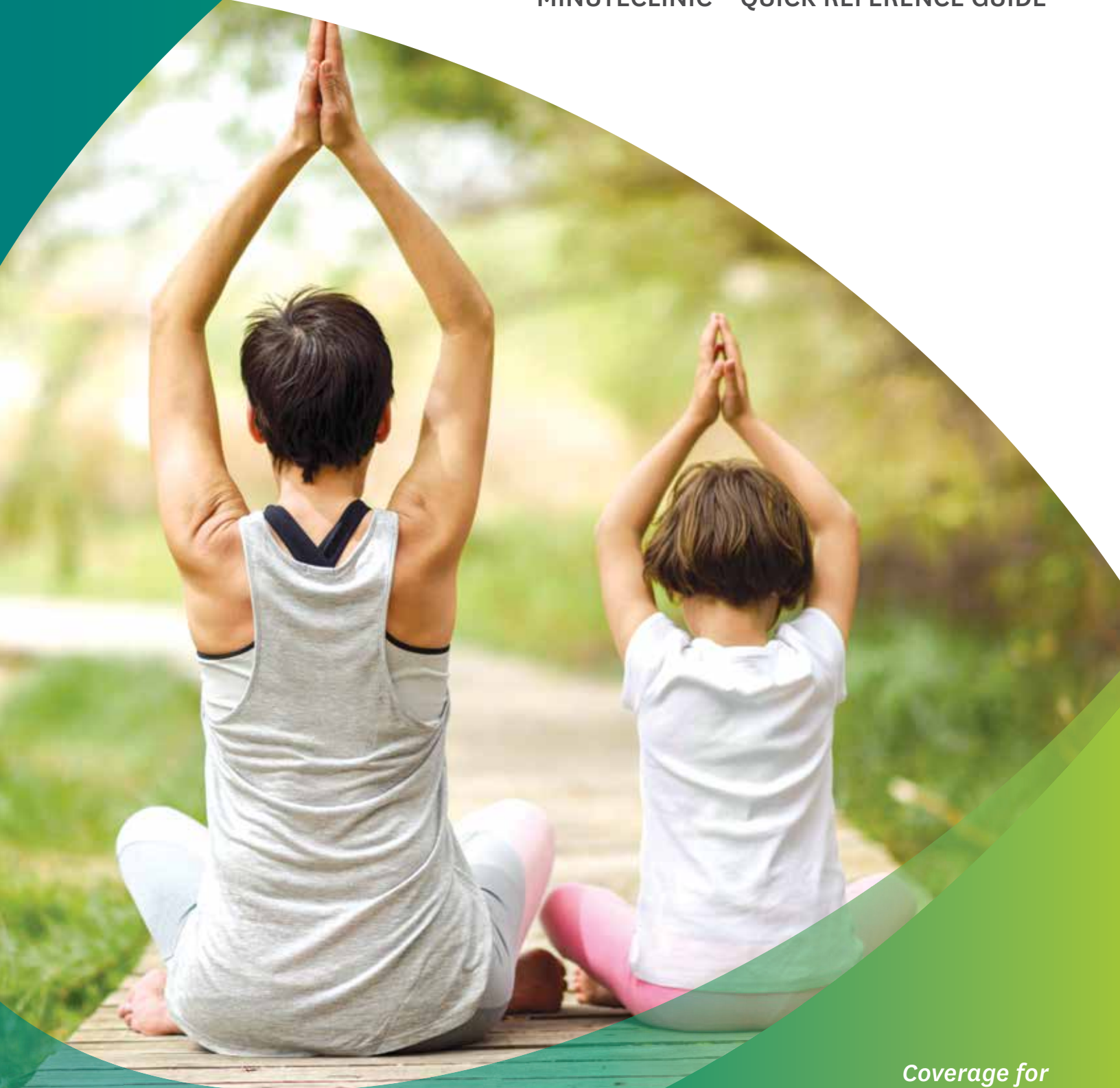


Imagine Time on Your Side

MINUTECLINIC – QUICK REFERENCE GUIDE



Coverage for
every stage of life™



Get in Without an Appointment, Get Treated and Get on Your Way!

Taking care of your health takes time. Often, there are not enough hours in the day for all that you do. That's where MinuteClinic can help!

Visit www.minuteclinic.com for:

- a current list of locations,
- addresses and directions,
- clinic hours, and
- other key details.

MinuteClinic¹ is a walk-in health care service, staffed by nurse practitioners and physician assistants. You can often find MinuteClinics inside CVS/pharmacy stores. MinuteClinic is an ideal solution when you can't see your doctor and need non-emergency treatment.

SOUTHERN CALIFORNIA

| Los Angeles/Ventura counties |
|--|
| Agoura – 5623 Kanan Rd. |
| Arcadia – 1401 S. Baldwin Ave. |
| Burbank – 511 N. Hollywood Way |
| Los Angeles – 10889 Wellworth Ave. |
| Manhattan Beach – 2900 N. Sepulveda Blvd. |
| Marina Del Rey – 13171 Mindanao Way |
| Montrose – 2037 Verdugo Blvd. |
| Pomona – 775 E. Foothill Blvd. |
| Reseda – 19353 Victory Blvd. |
| Santa Clarita – 25880 McBean Pkwy. |
| Santa Monica – 2505 Santa Monica Blvd. |
| Sherman Oaks – 14735 Ventura Blvd. |
| Thousand Oaks – 2791 Agoura Rd. |
| Torrance – 4235 Pacific Coast Hwy. |
| West Hollywood – 8491 Santa Monica Blvd. |
| Orange/Riverside counties |
| Aliso Viejo – 26891 Aliso Creek Rd. |
| Anaheim – 1803 S. Harbor Blvd. |
| Buena Park – 8850 Valley View St. |
| Costa Mesa – 1150 Baker St. |
| Eastvale – 14220 Schleisman Rd. |
| Huntington Beach – 19121 Beach Blvd. |
| Irvine – 14330 Culver Dr. |
| Mission Viejo – 25272 Marguerite Pkwy. |

| Orange/Riverside counties (continued) |
|---|
| Riverside – 491 E. Alessandro Blvd. |
| San Clemente – 638 Camino de Los Mares |
| Seal Beach – 921 Pacific Coast Hwy. |
| Temecula – 29610 Rancho California Rd. 33205 U.S. Highway 79 |
| Yorba Linda – 18080 Imperial Hwy. |
| San Bernardino County |
| Rancho Cucamonga – 11428 Kenyon Way |
| San Diego County |
| Carlsbad – 2510 El Camino Real 7740 Rancho Santa Fe Rd. |
| Chula Vista – 645 E. Palomar St. |
| El Cajon – 2760 Fletcher Pkwy. |
| Escondido – 318 W. El Norte Pkwy. |
| La Jolla – 8831 Villa La Jolla Dr. |
| Mira Mesa – 8260 Mira Mesa Blvd. |
| Mira Mesa – 8260 Mira Mesa Blvd. |
| Poway – 12358 Poway Rd. |
| Rancho Bernardo – 16773 Bernardo Center Dr. |
| San Diego – 4829 Clairemont Dr. 1792 Garnet Ave. 5644 Mission Center Rd. 9730 Mission Gorge Rd. 3327 Rosecrans St. |
| Solana Beach – 683 Lomas Santa Fe Dr. |

NORTHERN CALIFORNIA

| Contra Costa County |
|--|
| San Ramon – 2455 San Ramon Valley Blvd. |
| Walnut Creek – 738 Bancroft Rd. |
| Sacramento County |
| Fair Oaks – 8101 Greenback Ln. |
| Sacramento – 1350 Florin Rd. |
| San Francisco County |
| San Francisco – 1900 19th Ave. |
| San Mateo County |
| Burlingame – 1871 El Camino Real |
| Foster City – 987 E. Hillsdale Blvd. |
| Santa Clara County |
| Campbell – 1720 S. Bascom Ave. |
| Cupertino – 10455 De Anza Blvd. |
| Mountain View – 2630 W. El Camino Real |
| San Jose – 2514 Berryessa Rd. |
| Santa Clara – 2700 Homestead Rd. |
| Sunnyvale – 576 E. El Camino Real |

¹MinuteClinics are not located in all California counties. Refer to www.minuteclinic.com for the most up-to-date locations.

Getting care – What you need to know

WHEN YOU VISIT A MINUTECLINIC, HERE ARE A FEW THINGS TO KEEP IN MIND

- You don't need prior authorization or a referral from your doctor or physician group.
- As a Health Net member, you can access care from MinuteClinics if you're traveling from out of state.
- There are 54 MinuteClinics in California and 1,190 nationally.
- If MinuteClinic medical staff wants you to see a specialist, you will need your doctor or physician group to refer you.

You will get a written summary after each MinuteClinic visit. If you approve, these summaries will be sent to your doctor.



Always present your Health Net member ID card at the time of service.

Services you can expect at MinuteClinic

Whether you need basic preventive care or something more, MinuteClinics offer a convenient option when you can't get in to see your doctor.

Preventive care services



- vaccinations
- health condition monitoring (asthma, diabetes, high blood pressure, high cholesterol)
- wellness and preventive services including: asthma, cholesterol, diabetes and blood pressure screenings, pregnancy testing, and weight evaluations

Non-preventive care services



- minor illnesses, including: flu, pinkeye, allergy or sinus symptoms, body aches, and motion sickness prevention
- minor injuries, including: blisters, burns, sprains (foot, ankle or knee), and wounds and abrasions
- minor skin conditions, such as minor infections, rashes, sunburns, wart treatment, or poison ivy

Services or supplies obtained from a MinuteClinic not covered in your *Evidence of Coverage (EOC)* are excluded. MinuteClinics are not intended to replace your primary care physician or specialist physician as your primary source for regular monitoring of chronic conditions.



Call us – We're here for you

If you need more information or have questions about MinuteClinics, please call our Customer Contact Center number on your member ID card. We're happy to help you!



Nondiscrimination Notice

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. (Health Net) complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, age, disability, or sex.

HEALTH NET:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Health Net's Customer Contact Center at:

Individual & Family Plan (IFP) Members On Exchange/Covered California 1-888-926-4988 (TTY: 711)

Individual & Family Plan (IFP) Members Off Exchange 1-800-839-2172 (TTY: 711)

Individual & Family Plan (IFP) Applicants 1-877-609-8711 (TTY: 711)

Group Plans through Health Net 1-800-522-0088 (TTY: 711)

If you believe that Health Net has failed to provide these services or discriminated in another way based on one of the characteristics listed above, you can file a grievance by calling Health Net's Customer Contact Center at the number above and telling them you need help filing a grievance. Health Net's Customer Contact Center is available to help you file a grievance. You can also file a grievance by mail, fax or email at:

Health Net of California, Inc. Appeals & Grievances

PO Box 10348

Van Nuys, CA 91410-0348

Fax: 1-877-831-6019

Email: Member.Discrimination.Complaints@healthnet.com (Members) or

Non-Member.Discrimination.Complaints@healthnet.com (Applicants)

If your health problem is urgent, if you already filed a complaint with Health Net of California, Inc. and are not satisfied with the decision or it has been more than 30 days since you filed a complaint with Health Net of California, Inc., you may submit an Independent Medical Review/Complaint Form with the Department of Managed Health Care (DMHC). You may submit a complaint form by calling the DMHC Help Desk at 1-888-466-2219 (TDD: 1-877-688-9891) or online at www.dmhc.ca.gov/FileaComplaint.

If you believe you have been discriminated against because of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

