

Health Net of California, Inc. and  
Health Net Life Insurance Company (Health Net)



# Coverage Built for You

EXPLORE YOUR HEALTH NET BENEFITS!

See inside to  
find out what you  
need to help you  
manage your  
Health Net  
health plan.



[HealthNet.com](http://HealthNet.com)



# Your Health Net Benefits Guide

*We've packed this folder with information to help you enroll, navigate and use your Health Net health plan.*

**New to Health Net? We're here to help.**



## **Have questions or need help?**

Call Health Net's Customer Contact Center at **800-522-0088** or the number on your ID card.

### ***Prescription Transition of Care program (new members only)***

If you are new to Health Net, please check the enclosed Prescription Transition form. If you take a maintenance drug listed on the form, please complete the form and return it to Health Net. You can also call the Customer Contact Center for help.

### ***Continuity of care***

If you or a family member receives ongoing medical treatment from a nonparticipating provider, call our Customer Contact Center. We're happy to help you fill out and submit a Continuity of Care request form. This form will tell us if you can receive continuity of care assistance.

### ***Behavioral health***

Health Net's behavioral health programs (managed by MHN Services) support whole-person wellness. These cover care for mental health and substance abuse disorders, including chemical and alcohol dependency.

**Please note:** If behavioral health benefits are not listed in your *Summary of Benefits*, you may be eligible for another behavioral health benefits plan through your employer. For details about your plan, please see your ***Summary of Benefits*** booklet.



# Take Control of Your Health with our Wellness Programs

## Decision Power: Health & Wellness

Health Net's Decision Power® program combines access to information, wellness tools and one-on-one support to improve your long-term health and well-being. You can use it to help stay fit, stop smoking, or just make better health care choices.



Here are some highlights of the program:

- Get help reaching your health goals.
- Track diet, fitness program or cholesterol.
- Try an online health program.
- Learn what to do about health risks.
- Explore your treatment options.

**We've included Decision Power with all Health Net plans – at no additional cost to you!**

## Active&Fit Direct

The Active&Fit Direct™ program lets you join more than 11,000 fitness centers across the country for just \$25.00 a month (plus a one-time \$25.00 signup fee and taxes). The program requires a 3-month commitment. To learn more, visit [\*\*https://activeandfitdirect.com/Fitness/HealthNet\*\*](https://activeandfitdirect.com/Fitness/HealthNet).



# Save Time and Get More Done with HealthNet.com

HealthNet.com is an easy and time saving way to quickly navigate your health plan and get more done. You can use it to search for a local urgent care center, find benefit information, or browse wellness resources. Once enrolled, you can register at [www.healthnet.com](http://www.healthnet.com).



## What you can do online

- **Get your benefit details and copayments**, Evidence of Coverage (EOC) or Certificate of Insurance (COI).
- **Find a provider or change your doctor**, get ID cards and forms, and manage your account details.
- **View** medical treatment policies.
- **Our online wellness programs** are a great way to help manage your long-term health. We offer programs on exercise, healthy eating, weight loss, and how to manage stress or end tobacco use.
- **View your prescription claims history** and medical Explanation of Benefits (EOB).
- **Manage prescriptions**, order prescriptions by mail, or see our Recommended Drug List.
- **Get discounts** on health services and products.
- **Use our online tools** to compare doctors and estimate costs.
- **Decision Power:** Fill out a Health Risk Questionnaire (HRQ), take part in wellness programs, track your health, and get guidance and support 24 hours a day.



**Health Net Mobile** is the easiest way to connect to your HealthNet.com online account – on the go! As a member, you'll access your health plan in the palm of your hand, anytime, anywhere.

## Keep Your Budget Healthy, Too

### Tips from your partner in health!

- In an emergency, call 911 or go to the nearest hospital. For non-life-threatening health issues that need same-day care, use urgent care centers instead.
- Ask your doctor for generic versions of brand-name medications, when available.
- You can reduce your out-of-pocket costs with our mail order pharmacy program. The program lets you get a three-month supply of your maintenance prescription drugs, often at a lower copayment. Maintenance drugs are those taken on a daily basis to treat chronic or long-term ailments.

This overview provides benefit information highlights only. Your Evidence of Coverage (EOC) or Certificate of Insurance (COI), which you will receive after you enroll, contains the exact terms and conditions of your Health Net coverage.

You have access to Decision Power through current enrollment with Health Net of California, Inc. or Health Net Life Insurance Company (Health Net). Decision Power is not part of Health Net's commercial medical benefit plans. It is not affiliated with Health Net's provider network, and it may be revised or withdrawn without notice. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees.

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