

# Health Net Group Retiree Plans

HMO MEDICARE COORDINATION OF BENEFITS (COB)





## Helping You Make the Right Choice

At Health Net of California, Inc. (Health Net), we're working to change your idea of a "health plan." Our mission is to support your quest for optimal health. Beyond comprehensive benefits and predictable copayments, our Coordination of Benefits (COB) plans include extra health-boosting resources.

Whatever you're looking for – affordability, broad benefit coverage, choice in doctors, or wellness programs to keep you healthy – you'll find it here.



# Why Choose Health Net

Reasons to choose Health Net HMO Coordination of Benefits (COB) coverage include:



## We Know California

Health Net of California, Inc. (Health Net) offers Californians access to vast HMO networks, personal services, and useful resources to manage their health.



## We're All About Quality

Ongoing service monitoring helps ensure the care you get is the kind of care you expect and deserve.



## Broad Networks for More Choices

Our HMO plans give you access to highly skilled medical providers and hospitals in your area. You can search for providers at **healthnet.com**. Just click on ProviderSearch. You can also change doctors, download maps, and more.



## Wellness Programs

Access beneficial wellness programs to help you achieve positive, lasting health and lifestyle changes!



# How Coordination of Benefits Works

Health Net offers a variety of Coordination of Benefits (COB) plan choices to meet the varying needs of retirees. You can count on broad coverage, friendly service, and health-boosting extras with Health Net.

You must be enrolled in both Medicare Part A and Part B to enroll in a Health Net Medicare COB plan offered by your employer, union, or trust. To be eligible, retirees must reside within the Health Net HMO commercial service area and select a primary care provider (PCP). If either you or your spouse are over the age of 65 and actively employed, neither are eligible for this COB plan.

## HMO COB: How does it work?

Health Net's Medicare COB plan works like a traditional HMO plan where your PCP coordinates your care.

- If you need care from a specialist, your PCP makes arrangements for you to see a specialist within your participating physician group (PPG). (You can make an appointment with a gynecologist without a referral.)
- Unless you need to go to an urgent care facility while traveling or you have an emergency anywhere, going to a provider or getting services outside of your participating physician group (PPG) network will fall under your Medicare benefits. You will be responsible for Medicare deductibles and coinsurance.
- Should you need surgery or hospital services, your PCP will make all the arrangements.



**Check with your employer/union benefits administrator for questions about your enrollment and plan premium.**





# Coordination of Benefits

For retirees with Medicare COB plans, Medicare is the primary plan and Health Net is the secondary plan. This means that Health Net pays the difference between the amount Medicare pays and the Health Net allowed amount for the covered service.

- The provider submits claims to Medicare for determination and payment of covered services.
- Medicare then sends a claim payment summary to the provider of service, who will submit the claim to Health Net. The member receives a Medicare Summary Notice that explains Medicare's payment of that claim.

**Note:** Some claims are sent electronically by Medicare to Health Net (as the secondary plan) and do not require that the provider of service submit the claim.

- Health Net and/or the medical group is responsible for paying the difference between the amount Medicare paid and the amount Health Net allowed for the covered service. With a COB plan, Health Net will cover benefits as a supplemental payer only to the extent that services are coordinated by the member's physician and/or authorized by Health Net or the medical group.



## How Do I Find a Doctor?

**With our vast network of physicians and other specialists, finding a doctor is easy:**

- Log in to **healthnet.com** and click on ProviderSearch. You can search by name or specialty, find out if the doctor is accepting new patients, even get a printable map or driving directions.
- Call Member Services at **1-800-275-4737** (TTY: **711**) for help.



## Hospital Coverage and Medical Emergencies

Your PCP will handle all of the care you need and will arrange all non-emergency hospital admissions. For medical emergencies, call **911** (in areas where the system is established and operating) or go to the closest emergency facility. Do not worry about whether it is a Health Net network facility. Immediately following an emergency room (ER) visit, inform your doctor of your situation so they can help with any additional care.



## How Do I Enroll?

Check with your employer group/union administrator or benefits office at **1-800-275-4737** (TTY: **711**) to find out how they handle your Health Net enrollment.



## Make the Most of Your Health with Health Net

Health Net brings together the information, resources, and personal support that fit you, your health, and your life. Whether you're focused on staying fit, making healthcare decisions or facing a serious diagnosis, we're here to help you work with your provider and make informed decisions.



**Call the Nurse advice line to talk to a nurse 24 hours a day, seven days a week.**

Call **1-800-893-5597** (TTY: **711**)<sup>1</sup> to reach a registered nurse who can answer your questions and address your concerns, such as:

- Immediate symptom assessment.
- Advice on appropriate level of care for your situation



## Learn About Our Tobacco Cessation Program

This program provides you connections with educational resources on how to quit smoking. Coaching support is available 24 hours a day, seven days a week for up to a year during Teladoc's flexible quit approach. A member may enroll using the Teladoc smartphone app, or visiting **[www.teladoc.com/hn](http://www.teladoc.com/hn)**. Members can also be referred into the program by a provider during a general medical visit. Request a consultation through the smartphone app, website, or by dialing **1-800-TELADOC (1-800-835-2362)** (TTY: **711**).



## Speak To A Health Coach

Set a specific health goal, such as weight management, quitting smoking, stress reduction, nutrition, or exercise.

<sup>1</sup>Nurse advice line calls are not for emergency situations. If you have an emergency, call 911 or go to the emergency room.



### If You Have Any Questions:



Please call Health Net Member Services at **1-800-275-4737** (TTY: **711**). From October 1 through March 31, our office hours are seven days a week from 8 a.m. to 8 p.m. From April 1 through September 30, our office hours are Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.



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