

# WHOLE you



Coverage for every stage of life™

## 2021 Summer Bulletin

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## Welcome to Whole You

YOUR ANNUAL, BENEFITS AND SERVICES  
NEWSLETTER FROM HEALTH NET

*Whole You is your source for information to help you make the most of your Health Net coverage.*

In this issue you'll enjoy topics and information, including:

- Checkups and Vaccines Are Key
- Quality Improvement
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Have comments or thoughts on topics you'd like to see in upcoming issues?

Please call our Health Education line at 1-800-804-6074 (TTY: 711).



## Pregnant?

This program is for you! Start Smart for Your Baby® is a special program for pregnant women. Information is available by mail, phone and on the web. Our Start Smart staff can answer your questions and provide support. Plus, we can arrange a home visit if needed. For more info, call Member Services at **1-800-675-6110 (TTY: 711)**.

## Checkups and Vaccines Are Key

*Well-child checkups can help ensure that your child is healthy. At each checkup, the doctor will check your child's height and weight.*

	Well-child checkups are needed around ages	2 to 5 days
		1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months
	Well-child checkups are needed about once a year	After age 3
		For teens

Your child will also get any needed vaccines. Many vaccines are needed in the first few years. That tapers off as kids get older. But teens still need booster shots. And everyone over age 6 months old needs a flu shot every year.

**If your child is overdue for a checkup, call the doctor's office and make an appointment today.**

Sources: American Academy of Pediatrics; National Institutes of Health



## Neighborhood Help

Health Net Community Connect (Aunt Bertha) is a free online search service that makes it easy to find free and low-cost social services in your community. You can find anything from food pantry, to housing and medical supplies by entering your ZIP code.

Visit Health Net Community Connect (Aunt Bertha). The link will connect you to the service.

Enter the ZIP code, choose a topic that you need and a list of programs will appear in that ZIP code.

### USE THESE STEPS TO FIND COVID-19 RESOURCES

- visit [healthnet.auntbertha.com](https://healthnet.auntbertha.com)
- enter your zip code
- enter 'COVID19' in the search box

The Aunt Bertha team has also responded to the wildfire crisis to help people in need. New programs are being added daily.

# Quality Improvement

Get even better care in 2021! Health Net is working with doctors and other health care providers to enhance your care quality. This teamwork will also help ensure that you receive timely access to health care services.

The Health Net Quality Improvement Program reviews our products and services to make sure they meet your health care needs. **These products and services are designed to:**

- Promote a healthy lifestyle.
- Help you get important preventive care.
- Provide proper disease management and improve chronic care.
- Provide behavioral health services.
- Promote health safety.
- Make sure you get the right prescription medication treatment.
- Help you better understand your health.
- Give members better access to health services.
- Give members better access to health care.

Plus, in 2020, Health Net improved performance or met the goal in several clinical areas that are checked every year.

**The table below highlights some of those results.**

If you would like more information about our Quality Improvement Program, please call Member Services at the toll-free number listed on your Health Net ID card.

Measures of clinical care	Medi-Cal	
	IMPROVED <sup>1</sup>	GOAL MET <sup>2</sup>
Adult body mass index (BMI) assessment	✓	✓
Antidepressant medication management	✓	
Asthma medication ratio	✓	
Breast Cancer Screening		✓
Childhood immunizations – Combination 10	✓	
Chlamydia screening	✓	✓
Controlling High Blood Pressure	✓	✓
Diabetes Care – hemoglobin A1c (HbA1c) testing	✓	✓
Diabetes Care – HbA1c Poor Control >9%	✓	✓
Immunizations for Adolescents	✓	✓
Timeliness of Prenatal Care		✓
Weight Assessment and Counseling – BMI documentation	✓	✓

<sup>1</sup>Improved from previous year.

<sup>2</sup>Is above the state required minimal performance level.

Scores are based on billings records and/or medical records review.

## Case Management

Finding your way through the health care system can be a challenge. Health Net has a team of nurses, social workers and other health care staff who can help. They work with you and your doctors to create a plan to help you manage your illness and regain your health.

### A case manager can:

- Help find community resources to support your care.
- Help all your providers share information about your care with one another.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
  - Your illness.
  - Your treatment options.
  - Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. This will not affect your health care benefits.



### Case Management may help if you or a loved one:

- Has a complex condition, such as diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease, or cancer.
- Has had many hospital stays.
- Needs advanced home care.
- Has had a serious injury.
- Has a terminal illness.

You can learn more about how your caregiver or your doctor can refer you to the Case Management program. You can also ask for an evaluation to find out if Case Management can help you.

**Call 1-800-675-6110 (TTY: 711).**



## Help Us Improve Your Care!

It starts with you. You may have the chance to take the CAHPS Survey that collects your feedback with your doctors and your health plan. Please respond to any member experience surveys and make your voice heard. Let us know what is going well and areas where we can improve. Your input is vital in shaping the future of your health care. If you get a survey, please reply. Surveys are sent out to select members in early spring each year. Your private feedback will be the voice of thousands of members. We look forward to hearing from you!

# How to Get Your Health Care Information in an Easy-to-Understand Way

*Health Net knows that health care and health insurance is complex, and for most people it can be hard to figure out.*

Asking questions can help you be an active member of your health care team. To help make it easier, here are some tips you can use when you see your doctors so you can be sure you know what's going on with your health care.

**Ask your doctor, nurse, pharmacist, or other health care provider:**

- 1 What is my main problem?
- 2 What do I need to do?
- 3 Why is it important for me to do this?

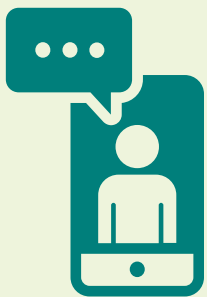
## Take a notebook to your doctor appointments

Here are simple ways to use your notebook:

- Write down the plan that you and your doctor make together.
- Write down any questions you have for your doctor, instructions you need to follow and/or your test results.
- Ask your doctor to write in your notebook important information you need to know.



## The Diabetes Prevention Program



The Diabetes Prevention Program is an all mobile program to help you lose weight and reduce your risk of getting type 2 diabetes. It's a one-year program that includes:

- A Health Coach who will answer your questions.
- A small online peer group for extra support.
- Weekly online lessons with tips.

**Apply now [www.yeshealth.com/healthnetmedi-cal](http://www.yeshealth.com/healthnetmedi-cal).**

## How We Protect Your Privacy



*Guarding your privacy is a top priority at Health Net. We follow strict guidelines that govern how we may collect, use or disclose your protected health information (PHI). You also have certain rights with regard to the information we maintain about you.*

Health Net is required by federal and state laws to inform you about your rights, our legal duties and privacy methods with respect to your PHI. Health Net's Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.
- Your rights as a member to access PHI and to request amendments, restrictions or an accounting of disclosures of PHI.
- How to file a complaint.

### **To obtain a copy of Health Net's privacy policies:**

1. Log in to **[www.healthnet.com](http://www.healthnet.com)**.
2. Scroll down to the bottom of the page.
3. Click *Legal Notices*. Then click *Privacy Practices* to reach the Notice of Privacy Practices.



### **PHI includes information about you, such as:**

- ✓ Demographic information, like your race, ethnicity or language spoken.
- ✓ Any information that can be used to identify you.
- ✓ Your past, present or future physical or mental health condition.
- ✓ How we provide health care to you.
- ✓ The payment for that care.

## Confidential Care from Any Qualified Provider

*Did you know you can get private care for some services from any qualified provider you choose – not just your regular doctor? You can count on this for some very personal kinds of medical care, such as:*



### **Birth control and birth control counseling.**

Find out what kind of birth control is right for you.



### **Termination of pregnancy.**

Get the care and support you need to make the choices that are best for you.



### **Screening and treatment for diseases that are spread through sex.**

This includes testing for HIV.

You will not have to pay for these services. They are a covered benefit of Health Net Medi-Cal.

## myStrength™ – the Health Club for Your Mind

Now you can use the web and mobile tools to help you get better and stay mentally strong.

myStrength offers resources to improve your mood and help manage pain and drug or alcohol abuse.

### **Here's how to sign up:**

1. Go to [www.myStrength.com/HNMediCal](http://www.myStrength.com/HNMediCal).
2. Click *Sign Up*.
3. Complete the myStrength Wellness Assessment and personal profile.
4. Go mobile! Get the myStrength app for iOS and Android™ devices when you sign up for your account.

Android is a trademark of Google LLC.



# Coverage Decisions



*Health Net works to help you and your family be healthy, secure and comfortable. Nothing should stop you from getting the care you need.*

Health Net makes all choices about your care based on your medical needs and your coverage. We do not reward doctors who deny medical care or treatment. We will review any report of a doctor who does not give needed care to our members. Any doctor found to have acted improperly may have his or her Health Net contract ended.

If you have questions, you can talk with us in your preferred language. Call the toll-free or TTY number on your Health Net member ID card, 24 hours a day, 7 days a week. Please ask for the Utilization Management Department.



## We Speak Your Language

Health Net has a Language Assistance Program to help you talk to your doctor or any health care provider in your language. This service is at no cost. Through the Language Assistance Program, we can:

- Let you use an interpreter when you talk with your doctor or any health care provider. You do not need to use family or friends as an interpreter.
- Let you use an interpreter to talk with a Health Net representative.

- Send you Health Net materials written in your language.
- Read any Health Net materials to you in your language.

Interpreter services are available 24 hours a day, 7 days a week. Call **1-800-675-6110 (TTY: 711)**.

Call at least five days in advance if you would like to request an in person or video remote interpreter at no cost to you. Please allow 10 days for sign language interpreters.

Please call us at **1-800-675-6110 (TTY: 711)** to tell us what language you prefer to speak and read. Please also let us know your race and ethnicity. We use this information to improve our services for you. Health Net will protect your individual information.



# Which Health Screenings Do You Need?

*There are health screenings that can help doctors catch problems early. That is when treatment for diseases may work better.*

## What's right for you?

Which screenings you may need depends on your age and other things. Ask your doctor about these screenings.

What	When
<b>Breast cancer</b>	Get a mammogram every year starting at age 35 or as your doctor suggests.
<b>Cervical cancer</b>	Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or as your doctor suggests.
<b>Chlamydia</b> (a sexually transmitted infection)	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.
<b>Colorectal cancer</b>	At age 50, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.
<b>High cholesterol</b>	If at increased risk, check every 5 years starting at age 35 for men and age 45 for women.
<b>Hypertension</b> (high blood pressure)	At least every 2 years and more often if your numbers are high.
<b>Prostate cancer</b>	At age 40, talk to your doctor about testing.

Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services



## Flu Shot

Flu season starts as early as October. So get your flu shot as soon as you can. **Every person ages 6 months and older needs this safe shot every year.** Ask your doctor about a flu shot today!

Source: Centers for Disease Control and Prevention

# How Soon Can I See the Doctor?



*When you need medical care, it is important to get it promptly. The amount of time before your appointment depends on your health issue. It also depends on the type of care you need.*

The table below shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. Be sure to call the number on your member ID card if you have questions. **If you feel that you are having an emergency, call 911 or go to the nearest emergency room.**



**Note:**

- A working day is usually Monday through Friday. It does not include weekends or holidays.
- List of services requiring prior authorization is available on [www.healthnet.com](http://www.healthnet.com).

 Appointment type	 Wait time for appointment
<b>Routine care appointment with your primary care physician (PCP) – your main doctor</b>	<b>Within 10 working days</b>
<b>Routine care appointment with a specialist (when your PCP refers you)</b>	<b>Within 15 working days</b>
<b>Urgent appointment for services that do not need approval in advance</b>	<b>Within 48 hours</b>
<b>Urgent appointment for services that need approval in advance (prior authorization)</b>	<b>Within 96 hours</b>
<b>First prenatal visit</b>	<b>Within 10 working days</b>
<b>Well-child visit with a PCP</b>	<b>Within 10 working days</b>
<b>Physical exam/preventive checkup</b>	<b>Within 30 calendar days</b>
<b>Ancillary testing (such as labs, X-rays or therapy services that you cannot get in your doctor’s office)</b>	<b>Within 15 working days</b>

Interpreters must be available at the time of the appointment. Call Health Net to ask for an interpreter 10 days prior to the appointment.

## Get Your Health Plan Information 24/7!

Do you need to learn more about how your health plan works? Visit us at [www.healthnet.com](http://www.healthnet.com). Have your Health Net member ID card and follow the steps to register. Once you are registered on the site, you can use these tools.

### Online tools



#### My Health Plan

Helps you learn about:

- Who in your family is covered.
- What services are covered by your plan and what is not covered.
- How to get urgent care and emergency care, out-of-area services and care after business hours.
- Your member rights and responsibilities. These are found in your *Evidence of Coverage*.
- How our Quality Improvement Program can help you.
- Your Medi-Cal share of costs or copayments.
- How we evaluate new medical and behavioral health technology.
- Access clinical practice guidelines on [www.healthnet.com](http://www.healthnet.com).



#### My Plan Activity

Submit and track medical claims. You can file a complaint or appeal. You can also track your claims by phone by calling the Member Services number on the back of your member ID card.



#### Wellness Center

Find out how to stay healthy and get health education resources.



#### ProviderSearch

Find a primary care doctor, a hospital or a specialist. You can also find behavioral health, dental and vision providers.



#### How Can We Help You Today?

Find quick links to some of the things that you may need most often, such as printing a copy of your member ID card.



#### Privacy

Learn more about your privacy. Scroll to the bottom of the page and click *Legal Notices*. Then click *Privacy Practices* to reach the Notice of Privacy Practices.

If you don't have online access, you can get all the information you need with one call to Member Services at **1-800-675-6110 (TTY: 711)**.

## Primary Care: Your First Stop for Better Health

Experts say each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs.

A primary care doctor can help you stay healthy – or get better when you're ill. He or she can treat most minor problems. So unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your primary care doctor will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you as needed. He or she will work with you and your specialists to keep any health problems under control.

### Your main doctor can also:

- Give you checkups and other preventive care, such as shots or health screenings.
- Help you reach a health goal. That might be to stop smoking or lose weight.
- Be your partner in wellness.

Your primary care doctor is listed on the back of your Health Net member ID card. Call Member Services if you need help finding a doctor who is right for you at **1-800-675-6110 (TTY: 711)**.

### Need Help to Quit Smoking?

Call the California Smokers' Helpline!



**1-800-NO-BUTTS  
(1-800-662-8887)**

or go to



**[www.nobutts.org](http://www.nobutts.org)**



## Not Happy with Your Care? We Want to Know

Doctors and other health care providers strive to give the best care possible. But there may be times when you are not happy with the care you received. When that happens, we want to know about it. This is called a grievance. We use this information to make the services you receive from Health Net better.

The easiest way to file a grievance is to call Health Net Member Services (see number listed under Contact Us). You can tell your grievance to a Member Services representative and he or she will file it for you. Or, he or she will send you a form that you can complete and send back.

If you have a grievance, please call Member Services at the number listed in the box at the right.



### Contact us

- Member Services . . . . . **1-800-675-6110 (TTY: 711)**
- Nurse Advice Line . . . . . **1-800-675-6110 (TTY: 711)**
- Interpreter Services . . . . . **1-800-675-6110 (TTY: 711)**
- Health Education  
Information Line . . . . . **1-800-804-6074 (TTY: 711)**
- Enrollment Services . . . . . **1-800-327-0502 (TTY: 711)**
- Health Net Dental . . . . . **1-800-977-7307 (TTY: 711)**



### Websites

- [www.healthnet.com/shp](http://www.healthnet.com/shp)
- [www.hndental.com](http://www.hndental.com)
- [www.T2X.me](http://www.T2X.me)

## Eat Healthy and Get Fit!

Change doesn't happen overnight. Focus on step-by-step changes. To learn more about being active and eating well, call and ask about our **Fit Families for Life<sup>SM</sup>** and **Healthy Habits for Healthy People** programs. You can get a workbook, cookbook, and exercise stretch band! Call us Monday through Friday, 9 a.m. to 5 p.m., at **1-800-804-6074**.



# Nondiscrimination Notice

Health Net complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

## 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 1-800-675-6110 (TTY: 711) from 8 a.m. to 6 p.m. Monday through Friday.

If you believe that Health Net has failed to provide these services or discriminated in another way, you can file a grievance by calling the number above and telling them you need help filing a grievance; Health Net's Customer Contact Center is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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) if there is a concern of discrimination based on race, color, national origin, age, disability, or sex.

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

**English:** If you, or someone you're helping, has questions about Health Net Community Solutions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-675-6110 (TTY: 711).

**Arabic:** إذا كان لديك أو شخص ما تساعده أية استفسارات عن Health Net Community Solutions لديك الحق في تلقي المساعدة والمعلومات بلغتك مجاناً. للتحدث إلى مترجم فوري، اتصل على الرقم 1-800-675-6110 (TTY: 711).

**Armenian:** Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, հարցեր ունեք Health Net Community Solutions-ի մասին, դուք իրավունք ունեք ստանալ օգնություն և ձեր լեզվով անվճար տեղեկություններ: Թարգմանչի հետ խոսելու համար զանգահարեք 1-800-675-6110 հեռախոսահամարով (TTY: 711)

**Cambodian (Khmer):** បើសិនលោកអ្នក ឬនរណាម្នាក់ដែលលោកអ្នកកំពុងជួយមានសំណួរអំពី Health Net Community Solutions លោកអ្នកមានសិទ្ធិទទួលបានជំនួយ និងព័ត៌មានជាភាសារបស់លោកអ្នកដោយឥតគិតថ្លៃ។ ដើម្បីប្រើក្បាជាមួយអ្នកបកប្រែសូមហៅទូរស័ព្ទទៅលេខ 1-800-675-6110 (TTY: 711)។

**Chinese (Traditional):** 如果您或您協助的人士對 Health Net Community Solutions 有疑問，您有權免費取得以您的語言提供的協助及資訊。如欲取得口譯員協助，請致電 1-800-675-6110 (TTY: 711)。

**Hindi:** यदि आप, या कोई व्यक्ति जिसकी आप मदद कर रहे हैं, के Health Net Community Solutions (स्वास्थ्य नैट सामुदायिक समाधान) के बारे में प्रश्न हैं, तो आपको अपनी भाषा में नि:शुल्क मदद प्राप्त करने और जानकारी प्राप्त करने का अधिकार है। एक अनुवादक से बात करने के लिए, 1-800-675-6110 (TTY: 711) पर कॉल करें।

**Hmong (White):** Yog koj, lossis lwm tus koj pab, muaj lus nug txog Health Net Community Solutions, koj muaj txoj cai tau kev pab thiab ntaub ntauv ua koj hom lus tsis muaj nqi them. Xav nrog ib tug neeg txhais lus, hu 1-800-675-6110 (TTY: 711).

**Japanese:** あなたご自身またはあなたが援助している方がHealth Net Community Solutionsに関する質問をお持ちの場合、あなたには無料で日本語によるサポートと情報を得る権利があります。通訳とお話になるには、1-800-675-6110 (TTY : 711) までお電話ください。

**Korean:** 귀하 또는 귀하가 도와드리고 있는 분이 Health Net Community Solutions에 관한 질문이 있을 경우, 귀하에게는 무료로 본인이 구사하는 언어로 도움과 정보를 받을 권리가 있습니다. 통역사와 통화하려면 1-800-675-6110 (TTY: 711) 번으로 전화해 주십시오.

**Laotian:** ຖ້າທ່ານ ຫຼື ຜູ້ໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອມີຄຳຖາມກ່ຽວກັບ Health Net Community Solutions, ທ່ານມີສິດໃນການຮັບການຊ່ວຍເຫຼືອ ແລະ ຮັບຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆ. ລົມກັບລ່າມພາສາ, ໂທ 1-800-675-6110 (TTY: 711)

**Persian (Farsi):** اگر شما یا شخصی که به وی کمک می کنید، سوالاتی در مورد Health Net Community Solutions دارید، شما حق دارید که کمک و اطلاعات را به زبان خودتان و به طور رایگان دریافت کنید. برای گفتگو با مترجم شفاهی، با شماره 1-800-675-6110 (TTY:711) تماس بگیرید.

**Panjabi (Punjabi):** ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ, ਜਿਸਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ Health Net Community Solutions (ਹੈਲਥ ਨੈਟ ਸਾਮੁਦਾਇਕ ਸਮਾਧਾਨ) ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਤਾਂ ਤੁਹਾਨੂੰ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਹੱਕ ਹੈ। ਇੱਕ ਦੁਬਾਰਾ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-800-675-6110 (TTY: 711) 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

**Russian:** Если у Вас или у кого-то, кому Вы помогаете, есть вопросы о плане Health Net Community Solutions, Вы имеет право бесплатно получить необходимые сведения в переводе на Ваш язык. Для того чтобы воспользоваться помощью устного переводчика, позвоните по телефону 1-800-675-6110 (TTY: 711).

**Spanish:** Si usted, o alguna persona a la que asiste, tiene preguntas sobre Health Net Community Solutions, tiene derecho a obtener ayuda e información en su idioma sin cargo. Para hablar con un intérprete, llame al 1-800-675-6110 (TTY: 711).



Health Net Community Solutions, Inc.  
PO Box 9103  
Van Nuys, CA 91409-9103

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**Thai:** หากท่านหรือแพทย์ของท่านกำลังให้การรักษาพยาบาลหรือ มีอาการเกี่ยวกับ Health Net Community Solutions กรุณาสั่งแพทย์ที่จะขอรับการรักษาพยาบาลและขอเป็นสมาชิกของ Health Net โดยไม่เสียค่าใช้จ่าย หากต้องการข้อมูลเพิ่มเติม โทร 1-800-675-6110 (TTY: 711)

**Tagalog:** Kung ikaw o ang isang taong tinutulongan mo ay mayroong mga tanong tungkol sa Health Net Community Solutions, mayroon kang karapatang makakuha ng tulong at impormasyon na nasa wika mo nang walang babayaran. Para makipag-usap sa isang interpreter, tumawag sa 1-800-675-6110 (TTY: 711).

**Vietnamese:** Nếu quý vị, hoặc một người nào đó quý vị đang giúp đỡ, có thắc mắc về Health Net Community Solutions, quý vị có quyền nhàn dưng trợ giúp và thông tin bằng ngôn ngữ của quý vị miễn phí. Để trao đổi với phiên dịch viên, hãy gọi số 1-800-675-6110 (TTY: 711).