

WHOLE you

2026 Bulletin



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code to access
it online in
3 steps.

- 1 Open your camera.
- 2 Scan the QR code.
- 3 Tap the link.



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Welcome to *Whole You*

THIS IS YOUR YEARLY BENEFITS AND SERVICES NEWSLETTER FROM HEALTH NET

Welcome to the 2026 issue of *Whole You*.
Here's what you'll find:

- Protect Your Privacy When You Choose Health Net.
- Know Doctor Wait Times Upfront with Our Guide.
- Talk to Us - We Speak Your Language.
- Find Support Quickly and Easily with findhelp.
- You're Covered and Supported with Health Net.
- Your Doctors Can Talk to Each Other through Your Primary Care Physician.

You can also view it here at www.healthnet.com. Under **Your Wellness**, click ***Medi-Cal Wellness Programs***.

New to Health Net?

Find out about your health plan in your member handbook and online. Visit www.healthnet.com.

- Get the Pregnancy Support and Care You Need with Health Net's Doula Services.
- Give Your Baby the Best Possible Start with Start Smart for Your Baby.®
- Watch Your Child Grow and Thrive with the Milestone Tracker App.
- Help Your Child Have a Beautiful Smile.
- Protect Yourself and Those You Love with the Flu Vaccine.
- Catch Problems Early with the Proper Health Screenings.
- Find Complete Health Care Help through Case Management.
- Quit Nicotine with a Guided Program.
- Control Blood Pressure and Diabetes by Knowing Your Numbers.
- A Healthier Lifestyle Starts with Small Changes.
- Improve Your Health and Lifestyle with a Diabetes Prevention Program.
- Mental Health Matters: Refresh Your Mind, Body and Spirit.

- Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS).
- Get Care You Need and Services You Want Through Enhanced Care Management
- Get the Most Out of Your Healthcare With a Community Health Worker.
- Reach Your Health Goals and Live Healthier with Community Supports.
- Get Your Health Plan Information Anytime through Your Account.
- You Stay Healthier When You Speak Up.
- Get Your Voice Heard When You Take Our Survey.
- Keep Your Medi-Cal When You Keep Your Records Up to Date.
- Better Care in 2026 Thanks to Our Quality Improvement Program.

Protect Your Privacy When You Choose Health Net

At Health Net, your privacy is a focus for us. We have strict rules about how we collect, use or release your personal health information (PHI).

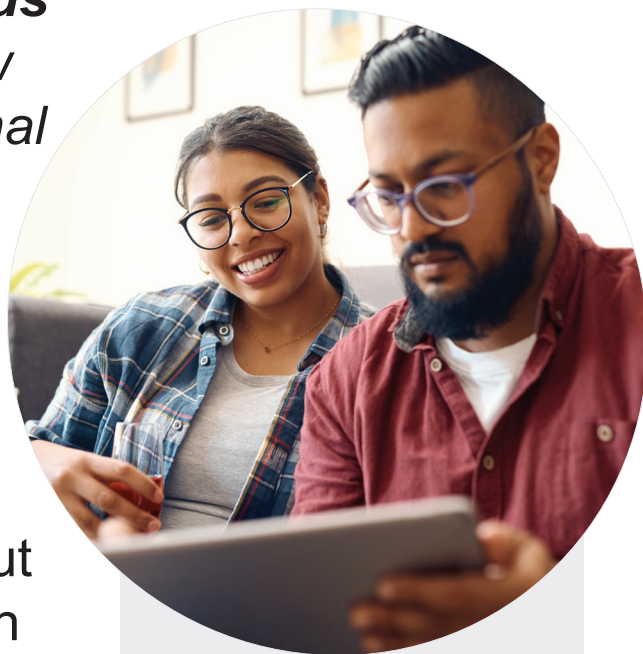
PHI is information about you. Health Net will not use your race, ethnicity, language, social needs, sexual orientation, and gender identity information for underwriting purposes or to make the decision if you can get coverage or benefits. PHI includes your:

- Health and demographic information.

You also have some rights about to the information we keep about you.

PHI includes information about:

- Your past or present physical or mental health – or condition.
- The health care you've received.
- The payment for that care.



For questions about the Notice of Privacy Practices, please email **Privacy@healthnet.com**.

- Your social needs.
- Race, ethnicity and language.
- Sexual orientation and gender identity.

Note: Federal and state laws require Health Net to alert you about your rights. We also must alert you of our legal duties and privacy practices about your PHI. Health Net's Notice of Privacy Practices describes:

- How we protect your data.
- How we might use or share your PHI.
- Your rights as a member to access PHI.

- How you can ask for changes, limits or where and to whom your PHI gets shared.
- The steps for filing a complaint.

For a copy of Health Net's privacy policies:

- 1** Visit **www.healthnet.com**. Scroll to the bottom of the page and click Medi-Cal Nondiscrimination Notice and click Privacy Practices to reach the Notice of Privacy Practices.

or

- 2** Call the toll-free Member Services number on your member ID card.



Know Doctor Wait Times Upfront with Our Guide

How long you will wait to see a doctor 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. It's a good idea to make a routine care appointment to see your doctor if:

- You are a new patient.
- Have just obtained health coverage.

Appointment type	Wait Time from Request
Urgent care appointments	
Urgent care appointment with primary care physician (PCP).	Within 48 hours.
Urgent care appointment with specialist (no prior approval needed).	Within 48 hours.
Urgent care appointment with specialist (if prior approval needed).	Within 96 hours.



If you need help making an appointment, call Member Services at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week. You can get an interpreter

Appointment type	Wait Time from Request
Non-urgent appointments	
Non-urgent care appointment with PCP.	Within 10 business days.
Non-urgent care appointment with specialist.	Within 15 business days.
Appointment for ancillary services (lab work, diagnostic testing, such as mammogram or MRI, and treatment such as physical therapy are examples).	Within 15 business days.
Behavioral health appointments (also known as mental health visits)	
Urgent care visits with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that does not need prior approval.	Within 48 hours.

(a person who translates speech orally) at no cost to help you at your appointment. Interpreters must be available during the appointment. Call Health Net to ask for an interpreter at least **5 days before** the appointment.

Appointment type	Wait Time from Request
Urgent care visit with non-medical doctor behavioral health provider or a medical doctor (psychiatrist) that needs prior approval.	Within 96 hours.
Non-urgent care visit with non-medical doctor behavioral health provider ¹	Within 10 business days.
Non-urgent visit with behavioral health doctor (psychiatrist).	Within 15 business days.
Non-urgent care follow-up visit with non-medical doctor behavioral health provider ¹	Within 10 business days.

¹Examples of non-medical doctor behavioral health providers are counseling professionals, substance abuse professionals and qualified autism providers.

Note: A business day is Monday through Friday. It does not include weekends or holidays.

Talk To Us – We Speak Your Language

Is it better for you to read and speak in a language other than English?

Health Net has a no cost Language Assistance Program (LAP) to help us talk to each other.

Interpreters help you talk with your doctor, other health care providers and Health Net staff.

Interpreters are available for you

- You can get an interpreter at no cost for all your medical appointments.
- You cannot be required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a child as an interpreter, unless there is an emergency, and no other interpreter is available.
- You have a right to file a grievance if your language needs are not met.



- Sign language services are available upon request.

You can ask for an oral translation or alternate format for any document you get from Health Net. Written translations are available for some

(continued)

documents in over 10 languages!

You can ask for a translation for any of these letters:

- Summary of benefit information.
- Form letters or letters letting you know about a:
 - Reduction of service.
 - Denial of service.
 - Change or end of service.
 - Notices with important health information.
 - Right to appeal.
- Notice of language assistance.
- Medical care reminders.

Call the Member Services number on your ID card when you need:

- An interpreter for a medical visit.
- A document translated or read to you in your language.
- A document in an alternate format.
- To tell us your preferred written and spoken language.

Please call the number on your ID card **at least five days before your appointment** if you would like to request an in-person or video interpreter. Please allow 10 days for sign language interpreters.

We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in more than 150 languages, 24 hours a day, 7 days a week.

Your preferred language, race, ethnicity, and gender identity

Please call Member Services at the number on your ID card to let us know your preferred spoken and written language. We may also ask your:



- Race
- Ethnicity
- Gender identity
- Sexual orientation

We use this information to help improve the quality of services that you receive. You have the option to not answer. You can also update your information on the member portal.

Health Net will protect your information.

Your language, race, ethnicity background, gender identity and sexual orientation information may only be shared with health care providers for quality improvement purposes.

This information is not used to make decisions about whether you are able to receive coverage or services.

This information is not used for underwriting purposes or to make decisions about whether you are able to receive coverage or services.

Easy info

Health care and health insurance can be hard to understand at times. Below are some simple tips to help you know what is happening with your health care.

Ask your doctor, three important questions about your health:

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

Take and use 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.
- Be sure to note:
 - Questions you have for the doctor.
 - Instructions you need to follow.
 - Your test results.
 - Any medication prescribed.

- Ask your doctor to write any important information you need to know in your notebook.



Find Support Quickly and Easily with findhelp

Health Net Community Connect, powered by findhelp is an online platform service that helps you find free and reduced cost programs and social services in your area. Search for local vendors 24/7. Connect to services such as medical care, food, housing and more in one place.

Health Net will use the social needs assessment results to help connect members to social services when needed. Members can self-refer to these programs, keep track of the referrals, as well as update them. Members can update the status of a referral to *got help, couldn't get help, no longer interested, and more.*

Connect in three easy steps:

- 1 Go to **<https://healthnet.findhelp.com>**
- 2 Complete a Social Needs Self-Assessment
- 3 Enter a zip code and click *search*

Once you click *search*, ten topics will be provided – select one. Then select a subtopic

which contains a list of services or simply search for services. You can view results in more than 100 languages.

Your social needs information are protected.



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The searches
you make on
Community
Connect are
private.

No one will contact
you and we will
not share your
information without
your consent.

You're Covered and Supported with Health Net



***Health Net strives to help you
and your family stay healthy.***

We make all choices about your care based on your medical needs and coverage. We do not reward doctors who deny medical care or treatment. We will review any report of a doctor who does not give medically needed care to our members. Any doctor found to have acted wrongly may have their contract terminated by Health Net.

..... If you have
questions about
approval of
care, you can
talk with us in
your preferred
language. Just
call the Member
Services number
or TTY number
on the back of
your Health Net
ID card, 24 hours
a day, 7 days
a week.
.....

Your Doctors Can Talk to Each Other through Your Primary Care Physician

Experts say that each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs. This doctor is known as a primary care physician (PCP).

Your PCP can help you stay healthy – or get better when you're ill. They can treat most minor problems. This means that unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your PCP 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.

They will also work with you and your specialists to keep any health problems under control.



Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians

Your PCP can also:

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

Get answers to general questions on our Nurse Advice Line

You can talk to a registered nurse any time of day, every day of the year. Call the **24/7 Nurse Line** at **1-888-893-1569**.

(For TTY, contact California Relay by dialing 711 and provide the **1-888-893-1569** number.)



The back of your Health Net member ID card has your PCP listed. Call Member Services at **1-800-675-6110 (TTY: 711)**, 24 hours a day, 7 days a week if you need help to find a doctor who is right for you.

Get the Pregnancy Support and Care You Need with Health Net Doula Services

Health Net strives to help you and your family stay healthy.

Doulas can support you during pregnancy, birth, and postpartum (the time after birth). This includes a pregnancy that ends in a stillbirth, miscarriage, or abortion. Doula services are available in-person or virtual to meet your needs. For example, services can be provided:

- During a provider office visit.
- In the hospital.
- At a birth center.

- In your home.
- Over the phone or video call

Doulas can help you:

- Define and write a birth plan.
- Learn about pregnancy and postpartum.
- Manage your care through the healthcare system.
- Connect with community resources.
- Offer support during labor, birth, and postpartum.



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- Adjust to breastfeeding and provide support.

Doula benefit includes:

- One visit with a Doula to get to know each other.
- Up to eight more visits that can happen during the pregnancy and postpartum.
- Support during labor and birth.
- Up to two, three-hour postpartum visits after the end of a pregnancy.



Need help to find a Doula?

Call Member Services at
1-800-675-6110
(TTY: 711),
24 hours a day,
7 days a week.

Give Your Baby the Best Possible Start with Start Smart for Your Baby®

*Health Net's **Start Smart for Your Baby Program** is Here for You and Your Baby. Every Step of the Way.*

A healthy pregnancy, birth and parent should be the goal of all expecting parents and families.

That includes:

- Information.
- Resources.
- A true partnership to help ensure you and your baby get everything you need to make a smart start on this journey.

We want to help you take care of yourself and your

baby through the whole process.

Let us know about your pregnancy

If you're pregnant, please fill out your Member

Notification of Pregnancy form so we can tailor your care and support. There are a couple of ways to do this that only take a few minutes.



- 1** Log into your online member account.
- 2** Call **1-800-675-6110 (TTY: 711)**, Let us know the call is to complete your pregnancy form.

For more information, please visit **www.healthnet.com**. Or call Member Services at **1-800-675-6110 (TTY: 711)**. **24 hours a day, 7 days a week.**

Meet our case managers

Our case managers are nurses and social workers who can help you throughout your

pregnancy. They can help you find resources and answer questions about your pregnancy and medical care.

Your care manager can:

1. Help schedule appointments.
2. Provide transportation help.
3. Find resources that will help you get well and stay well.
4. Help with other behavioral and social services.



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Watch Your Child Grow and Thrive with the Milestone Tracker App

Track your child's development from ages 2 months to 5 years with the Centers for Disease Control's (CDC) milestone tracker.



Learn how your child plays, learns, speaks and act. The app has fun activities, simple checklists, and tips for kids from 2 months to 5 years old. Photos and videos make tracking milestones easy and fun.



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Milestones matter!
Download or scan the no cost app today in English or Spanish. Learn more about the app at **www.cdc.gov/MilestoneTracker**

Help Your Child Have a Beautiful Smile!

Healthy gums and teeth are important to your child's overall health. Fluoride varnish is a safe and easy way to help prevent tooth decay in children. This service can be done 2 to 3 times a year to help your child's teeth stay healthy.



Talk to your child's doctor or dentist about getting fluoride varnish today.



Protect Yourself and Those You Love with the Flu Vaccine

Flu season starts as early as October.
Get your influenza vaccination as soon as you can!

Getting a flu vaccine is one of the easiest and most effective ways to protect yourself and those around you during flu season. Children ages 6 months through 8 years **may need two doses** if they've never received a flu vaccine before or have only had one dose in the past. For everyone else, it's important to get vaccinated

every year to stay protected. Flu vaccines are safe, quick, and help protect your whole community.

Talk to your doctor if you have questions about the flu vaccine.

Checkups and vaccines are key

Well-child checkups can help ensure that your child is healthy. It is a time for the doctor to check



your child's health and development.

This is also the time when your child will also get any needed vaccines. Your child should get vaccines in the first few years. This tapers off as kids

get older. But teens still need booster shots. **Remember, everyone over aged 6 months old should get a flu vaccine every year.**

Is your child due for a checkup?
Call the doctor’s office and make an appointment today!

	Well-child checkups needed around ages:	2 to 5 days; 1, 2, 4, 6, 9, 12, 15, 18, 24, 30, and 36 months
	Well-child checkups needed once a year:	After age 3 and until age 21.

Sources: American Academy of Pediatrics; National Institutes of Health. Centers for Disease Control and Prevention.

Catch Problems Early with the Proper Health Screenings

Screenings can help save lives. Health screenings can help doctors find health problems early. That's when treatment for diseases may work best.

What's right for you?

The screenings you need depend on your age, gender, race and other factors. Ask your doctor about the screenings listed below to help you stay healthy.



Screenings	When
Breast cancer	Get a mammogram every year starting at age 40 or as your doctor suggests.
Cervical cancer	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.

Screenings	When
Chlamydia (a sexually transmitted infection)	<p>Every year through age 24 for sexually active, non-pregnant people.</p> <p>Every year starting at age 24 if at high risk. There are in-home screening options available. Contact your doctor to discuss if and how you can complete your screening from the comfort of your home.</p>
Colorectal cancer	<p>At age 45, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40. There are in-home screening options available. Contact your doctor to discuss if and how you can complete your screening from the comfort of your home.</p>

Screenings When	
High cholesterol	Most healthy adults should have their cholesterol checked every 4 to 6 years. Some people who have heart disease, diabetes, or a family history of high cholesterol, need to get their cholesterol checked more often.
Hyper-tension (high blood pressure)	Every year in adults 40 years or older and in adults at high risk.
Prostate cancer	At age 40, talk to your doctor about testing.
Dental Checkup	Every 6 months or as your dentist suggests.
Depression and/or Anxiety Screenings	Yearly, or as your doctor suggests.

Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services, Center of Disease Control. Visit **www.healthnet.com**. Under **Health & Wellness**, click ***Medi-Cal Wellness Programs*** for access to preventative health guidelines.

Find Complete Health Care Help through Case Management

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'll work with you and your doctors to create a health care plan to help you manage your illness and regain your health.

A case manager can:

- Help you fully understand:
 - Your illness.
 - Your treatment options.

– Actions you can take to improve your health.

- Help you find community resources to support your care.
- Help all your providers share information with each other about your care.
- Guide you to make the most of your health care benefits.

It is your choice whether to take part in Case Management or



Call Member Services at **1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week** to learn more about how your caregiver or doctor can refer you to the Case Management program. You can also ask for an assessment to find out if Case Management can help you.

not. It will not affect your health care benefits.

Case Management can also help if you or a loved one with Health Net Medi-Cal has:

- A complex condition. This includes diabetes, coronary artery
- disease, asthma, congestive heart failure, transplant, end-stage renal disease or cancer.
- A high-risk pregnancy.
- Mental health needs or substance-use needs.
- Stayed at the hospital many times.
- Advanced home-care needs.
- Had a serious injury.
- A terminal illness.

Quit Nicotine With a Guided Program

Do you smoke or vape?

Contact Kick It California, a no-cost program, to get help and quit. You can speak with a Quit Coach, join a text program or download a mobile app. Learn about nicotine patches and more!



Visit
www.kickitca.org
today. You won't regret it!
English:
1-800-300-8086
Spanish:
1-800-600-8191



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Control Blood Pressure and Blood Sugar Levels by Knowing Your Numbers

Check your blood pressure

A blood pressure test includes two pressure numbers. Systolic is the pressure of blood against artery walls.

Diastolic measures the pressure when the heart is at rest between beats. High blood pressure, or hypertension, puts you at a greater risk of getting heart

disease. Make sure you talk to your doctor about what numbers are best for you.

Blood Pressure Category	Systolic (mmHg) (top/upper number)	and/ or	Diastolic (mm Hg) (bottom/lower number)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
Stage 1 Hypertension (High Blood Pressure)	130-139	or	80-89

Blood Pressure Category	Systolic (mmHg) (top/upper number)	and/ or	Diastolic (mm Hg) (bottom/lower number)
Stage 2 Hypertension (High Blood Pressure)	140 or higher	or	90 or higher
Severe Hypertension (If you don't have symptoms*, call your healthcare professional.)	higher than 180	and/ or	Higher than 120
Hypertensive Emergency (If you have any of these symptoms*, call 911.)	higher than 180	and/ or	Higher than 120

*Symptoms: chest pain, shortness of breath, back pain, numbness, weakness, change in vision or difficulty speaking.

Source: American Heart Association



Don't forget to:

1. Get your prescription filled.
2. Follow the instructions. If they are not clear, ask your pharmacist to explain.
3. Take it at the right times.
4. Finish all the medicine. Do this even if you feel better before it is all gone.

Please talk to your doctor right away if you feel like the medicine is not working or there is a side effect you do not like.

Get your A1C – blood sugar test

An A1C test measures your blood sugar level over the past three months. It is the best way to know

if your blood sugar is under control.

High blood sugar raises your risk of diabetes and other serious problems, such as heart disease or stroke.

A1C percent

Below 5.7	Normal
5.7–6.4	Pre-diabetes
6.5 or above	Diabetes

A Healthier Lifestyle Starts with Small Changes

Change doesn't happen overnight.

You can have a healthier lifestyle when you take some small steps to manage your weight.

We can help you with that! Call the Member Services phone number on the back of your Health Net ID card about the resources we have for you.



Improve Your Health and Lifestyle with Health Net's Diabetes Prevention Program

Diabetes Prevention Program (DPP) is focused on helping members lower their risk for diabetes through healthy lifestyle choices and weight loss.

Health Net is partnering with Diabetes Care Partners (DCP) to offer the DPP.

This year-long program includes:

- Access to a health coach.
- Online classes available.
- Weekly meetings for the first four months.
- Monthly meetings for the next eight months.

Benefits of DPP Program:

- Eat right.
- Lower your stress and sleep better.
- Lose weight.

You qualify if you:

- Have pre-diabetes.
- Score high on pre-diabetes risk test.
- Are 18 or older and overweight.

If you are a member who qualifies, the Diabetes Prevention Program is available in English and Spanish at no cost to you. You can choose to cancel at any time.

Have questions?
Contact Member Services at
1-800-675-6110 (TTY:711),
24 hours a day, 7 days a week.

Visit **dcphealthprogram.com/signup**
or scan the QR code to sign up.



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Mental Health Matters: Refresh Your Mind, Body and Spirit

Our Teladoc Mental Health (Digital Program) gives you simple tools to feel better and live well.

This self-help program is easy to use and is proven to help you make positive changes. Safe, secure, and made just for you! Start your journey today!

Teladoc Mental Health (Digital Program) can help you:

- Relieve stress.
- Improve sleep.
- Manage depression.
- Reduce fear and worry.
- Help with chronic pain.

- Move beyond trauma.
 - And more!
- This program includes easy learning modules, action plans and tips to help bring hope and healing.

Questions? Call the Member Services phone number on

the back of your Health Net member ID Card.

Sign up at **www.teladochealth.com**. It is available 24/7 online and on the mobile app.



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Feel Less Stressed and in Better Control with Non-Specialty Mental Health Services (NSMHS)

Mental health struggles and substance use disorders affect people from all backgrounds and all ages. The good news is that they can be treated. Your mental health is important at every stage of life. Just like when you go to the doctor for a yearly check-up, your mental health needs a check-up too.

As a member, you have many options and benefits to support you with your mental health. You have access to a wide array of behavioral health providers that includes:

- Therapy sessions for individuals and families.
- Medication management.
- Applied behavioral analysis for children and youth.
- In-office, telehealth, or other types of care, if needed.
- A full mental health review, treatment and more.



There are additional benefits like dyadic care, which is a form of treatment that targets

children, family, and caregiver to support the child's healthy progress and mental health.



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If you need help, simply call Member Services (toll-free) at **1-800-675-6110** (TTY 711). Select the Behavioral Health option. Call 24 hours a day, 7 days a week for further help.

Get Care You Need and Services You Want Through Enhanced Care Management

Enhanced Care Management (ECM) offers services to Medi-Cal members at no cost who have complex health care needs and challenges that make it hard to improve their health.

ECM offers services that can help you with your health and well-being. You will have a care team and your own ECM lead care manager.

You can get help to:

- Extra support to get the care you need. Your care team will help you focus on your health and make sure you get the services you need.

- Create a plan. You and your care team will make a care plan that will include your physical and mental health needs, social services and more.

- Connect with your doctors. Your lead care manager will keep all your doctors up to date on your health. Your care manager can

also arrange for the services you receive such as appointments, transportation and more.

Learn the best way to support your health needs.

You and other people who are involved in your care, like a family member, can learn the best ways for you to take care of your health.

Move you safely from one care setting to another.

Your care team will help you move safely and easily if you need to stay at or leave a hospital or nursing facility. The care team will also support you with any issues you may have.

Work with others involved in your health care, like a family member.

Your care team can make sure your family, caregivers and others who support you, know about your health issues.

Connect you to community and social services. ECM can connect you to other non-health services such as:

- Food.
- Job training.
- Childcare.
- Disability-related services and more.

Note: ECM participation is voluntary and can be discontinued at any time. You must give prior consent to sharing ECM related data.



Need help with ECM services or options to change your ECM lead care manager or ECM provider?

Call Member Services toll-free at **1-888-893-1569 (TTY:711)**, 24 hours a day, 7 days a week.

Get the Most out of Your Healthcare With a Community Health Worker

*When it comes to getting the most out of your healthcare, **community health workers (CHWs)** can be your best choice.*

There are many resources health plan members can access, but you may not always know where they are. CHWs are here to help, support, and point you in the right direction. These services are open to members of all ages.

You can call on CHWs when you need help with:

Health education

- Learn about wellness programs and other resources.

- Get extra support during your pregnancy such as Doulas.
- Learn more about your health condition.

Health navigation

- Get connected to the plan to help find a doctor, mental health provider, and same-day health services.
- Get referrals for Community Supports like housing, meals, and other services.

- Get transportation to medical services.

Individual support and guidance

- Assess and establish healthcare goals.
- Navigate healthcare challenges.



If you need help to
sign up for CHW
services, call
Health Net at
1-800-675-6110

(TTY:711), 24 hours
a day, 7 days a
week or ask your
doctor or clinic
about the benefit.



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Reach Your Health Goals and Live Healthier with Community Supports

Community Supports (CS) services are available to Medi-Cal members to help you reach your health goals.

If you qualify, there are 14 types of services that are offered:

Services to address homelessness and housing

- **Housing Transition Navigation Services.** These services can help you find housing and include:
 - Looking for a place to live.
 - How to apply for housing.

- How to create a housing support plan.

- **Housing Tenancy and Sustaining Services.** A service to help you to keep your home once you've moved in.

- **Housing Deposit.** A financial service to help you secure housing funds such as:

- Security deposit to get a lease.
- First month's coverage of utilities.

- **Transitional Rent.** Helps with temporary rental assistance including rental/temporary housing.

Recuperative Services

- **Recuperative Care (Medical Respite).** A service that provides short-term

housing care if you no longer need to be in a hospital, but still need time to recover from injury or illness.

- **Respite Services.** This service provides short-term relief to caregivers of those who need care or support on a short-term basis.
- **Short-Term Post-Hospitalization Housing.** Short-term housing service for mental health or substance use recovery after leaving the hospital.
- **Sobering Center.**

A place to get help with alcohol or drinking problems instead of going to an emergency center or jail.

Services for long-term well-being in home-like settings

- **Asthma Remediation.** This service provides changes to a home to remove harmful asthma triggers.
- **Day Habilitation.** This program helps you learn skills needed in a home-like setting. The services can include training on how to use public transportation or

how to prepare meals.

- **Environmental Accessibility Adaptation (Home Modifications).** A service that offers changes to a home for your health and safety. These may include ramps and grab bars.
- **Meals/Medically Tailored Meals/ Medically Supportive Foods.** Meals that are delivered to your home that are prepared and cooked based on your nutrition-sensitive health condition and diet need.

- **Assisted Living Facility (ALF) Transitions.**

Services help members live in a home-like community setting and/or prevent living in a nursing home.

- **Personal Care and Homemaker Services.** Daily living services offered to help you:

- Bathe.
- Dress.
- Clean the house.
- Grocery shop and more.



To learn more or to sign up for Community Supports services, call Health Net (toll-free) at **1-800-675-6110** (TTY:711), 24 hours a day, 7 days a week.



 **SCAN ME**

Get Your Health Plan Information Any Time through Your Account

Visit **www.healthnet.com** to learn more about how your health plan works. Just have your Health Net member ID ready to create an account.

Your member ID number is on the back of your card. Once you have registered to the member portal, you can use these tools:

Benefits/coverage

You can view, read or download a copy of your **Member Handbook** online.

It has information about:

- What services are – and are not – covered.
- Your Medi-Cal share of costs or co payments.
- How we assess new medical and behavioral health technology.
- How to file a complaint.
- How to get referrals and authorizations for care.
- How to submit a claim.
- How to get:
 - urgent care

- emergency care
- out-of-area services
- care after business hours

- Rights and Responsibilities.
- Language assistance.
- Privacy information.

Medical information

You can view:

- Medical claims
- Health Alerts
- Authorizations

Find a doctor or clinic

You can find:

- Doctors
- Specialists
- Hospitals
- Physician groups
- Urgent care centers and more

You can also find doctors who offer services for:

- Behavioral health
- Dental
- Vision

Find quick links to the information you may need most often:

- Copy of your member ID card.
- Grievance Form.
- Change your primary care doctor.



Don't have online access?

Get all the information or help you need by calling Member Services at **1-800-675-6110** (TTY: 711), 24 hours a day, 7 days a week.

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Follow the steps below to create your account

1. Find your member ID or social security number. Your member ID is on your ID card.
2. Go to **www.healthnet.com**.
3. Click *Log In/ Register*.
4. Follow the instructions on the screen.



You Stay Healthier When You Speak Up

Doctors and other health care providers want to give the best care possible. There may be times, however, when you are not happy with the care you get.

Let us know if this happens so you can file a grievance. A grievance lets us know you are unhappy. We use this information to make our services better.



There are three ways you can do this:

- Fill out the grievance through our website
https://www.healthnet.com/content/healthnet/en_us/members/appeals-and-grievances.html
- Download the grievance form on our website and mail it or fax it back to us.
- Call us toll-free at **1-800-675-6110** (TTY: 711) to file.



We are available 24 hours a day, 7 days a week, including holidays.

Get Your Voice Heard When You Take Our Survey

*This spring, some Health Net members will be selected to take the **CAHPS member experience survey**. If you are one of the lucky few, keep an eye on your mailbox!*

The survey asks about your experience with your providers and health plan. Your feedback helps us understand what's working and what needs improvement.

care and service
for everyone.

Happy with your
care? Let us know!

Have ideas for
improvement?
We want to hear
those too.



If you receive the
survey, please
take a few minutes
to complete it.
Your voice makes
a difference!

Why it matters:

- Your responses are anonymous.
- Your input represents thousands of members.
- Your feedback helps us improve



Keep Your Medi-Cal When You Keep Your Records Up to Date

Don't miss important info about your Medi Cal benefits.

Make sure that your county office has your correct information. Let your local Medi-Cal office know within 10 days if your information changes.

Some changes may include:

- Moved to a new address.
- Changed phone numbers.
- Changed email.
- Got a new job.
- A pregnancy.
- Had a baby.
- Got married.
- If you have any changes, report them to your local county office.



You can contact the county:

- Online
- By phone
- Email
- Fax or
- In person



Renew online

You can make updates and renew your Medi-Cal online. Go to **benefitscal.com** to create your online account. Click the “*Create an Account*” link in the upper right corner, below the “*Log In*” button.

Better Care in 2026 Thanks to Our Quality Improvement Program

The Health Net Quality Improvement Program checks our services to make sure they meet your health care needs.

This program helps to:

- Support a **healthy lifestyle.**
- Make sure you get **important check-ups.**
- Help you **manage diseases.**
- Improve care for **long-term health issues.**
- Provide **mental health services.**

Our goal is to help you stay healthy.

We also:

- Help you get the **right medications.**

- Teach you how to **better understand your health.**
- Make it easier for you to get **medical care** when you need it.

Every year, Health Net checks how well we are doing in different areas of healthcare. In 2025, we improved in many areas or met our goals. The table below shows some of our results.



Want to learn more about our Quality Improvement Program? Call Member Services at the toll-free number listed on your Health Net ID card.

Measures of Clinical Care	Improved ¹	Goal Met ²
Adolescent Immunizations		✓
Breast Cancer Screening		
Cervical Cancer Screening	✓	
Child and Adolescent Well-Care Visits		
Childhood Vaccines		
Controlling Blood Pressure		

¹Improved from previous year.

²Above the state required minimal performance level.
Scores are based on billings records and/or medical records review.

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

Health Net:

- Provides free aids and services to people with disabilities to help them communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services in a timely manner to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact the Health Net Customer Contact Center at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:
Health Net

Post Office Box 9103, Van Nuys, California 91409-9103
Customer Contact Center 1-800-675-6110 (TTY: 711)
California Relay 711

If you believe that Health Net has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, or sex (including pregnancy, sexual orientation, and gender identity), mental disability, physical disability, religion, ancestry, ethnic group identification, medical condition, genetic information, marital status, or gender you can file a grievance with the 1557 Coordinator.

You can file a grievance by phone, in person or by mail, fax, or email. If you need help filing a grievance, our **1557 Coordinator** is available to help you.

- By phone: Call 855-577-8234 (TTY: 711), Monday-Friday, 8:00a.m. to 8:00p.m. (EST)
- By fax: 1-866-388-1769

- In writing: Write a letter and send it to Health Net
1557 Coordinator, PO Box 31384, Tampa, FL 33631
- Electronically: Send an email to
SM_Section1557Coord@centene.com This notice is available
at Health Net website:
[https://www.healthnet.com/content/healthnet/en_us/
disclaimers/legal/non-discrimination-notice-medi-cal.html](https://www.healthnet.com/content/healthnet/en_us/disclaimers/legal/non-discrimination-notice-medi-cal.html)
- In person: Visit your doctor's office or Health Net and say
you want to file a grievance.

You can also file a civil rights complaint with the
California Department of Health Care Services,
Office of Civil Rights by phone, in writing or electronically:

- By phone: Call 916-440-7370. If you cannot speak or hear well,
please call 711.
- In writing: Fill out a complaint form or write a letter and send it
to Deputy Director, Office of Civil Rights, Department of
Health Care Services, Office of Civil Rights, P.O. Box 997413,
MS 0009, Sacramento, CA 95899-7413.

Complaint forms are available at

http://www.dhcs.ca.gov/Pages/Language_Access.aspx

- Electronically: Send an email to CivilRights@dhcs.ca.gov

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by phone, in writing or 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:

- In writing: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
- By phone: 1-800-368-1019, 1-800-537-7697 (TDD)
- Electronically: Complaint forms are available
at <https://www.hhs.gov/ocr/complaints/index.html>.

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

Health Net:

- Provides free aids and services to people with disabilities to help them communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services in a timely manner to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
 - If you need these services, contact the Health Net Customer Contact Center at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week, 365 days a year.

Chinese (Simplified): 如果您或者您正在帮助的人需要语言服务，请致电 1-800-675-6110 (TTY: 711)。还可提供面向残障人士的帮助和服务，例如盲文和大字版文档。这些服务免费为您提供。

Chinese (Traditional): 如果您或您正在幫助的其他人需要語言服務，請致電 1-800-675-6110 (TTY: 711)。另外，還為殘疾人士提供輔助和服務，例如盲文和大字版文件。這些服務對您免費提供。

Farsi: اگر شما یا هر فرد دیگری که به او کمک می‌کنید نیاز به خدمات زبانی دارد، با شماره 1-800-675-6110 (TTY: 711) تماس بگیرید. کمک‌ها و خدماتی مانند مدارک با خط بریل و چاپ درشت نیز برای معلولان قابل عرضه است. این خدمات هزینه‌ای برای شما نخواهد داشت.

Hindi: यदि आपको, या जिसकी आप मदद कर रहे हैं उसे, भाषा सेवाएँ चाहिए, तो कॉल करें 1-800-675-6110 (TTY: 711)। विकलांग लोगों के लिए सहायता और सेवाएं, जैसे 'ब्रेल' लिपि और बड़े प्रिंट में दस्तावेज़, भी उपलब्ध हैं। ये सेवाएँ आपके लिए मुफ्त उपलब्ध हैं।

Hmong: Yog hais tias koj, los sis ib tus neeg twg uas koj tab tom pab nws, xav tau cov kev pab cuam txhais lus, hu rau 1-800-675-6110 (TTY: 711). Tsis tas li ntawd, peb kuj tseem muaj cov khoom siv pab thiab cov kev pab cuam rau cov neeg xiam oob qhab tib si, xws li cov ntaub ntawv uas tuaj yeem nkag cuag tau yooj yim thiab cov ntaub ntawv luam tawm uas pom tus niam ntawv loj. Cov kev pab cuam no yog muaj pab yam tsis xam nqi dab tsi rau koj them li.

Japanese: ご自身またはご自身がサポートしている方が言語サービスを必要とする場合は、1-800-675-6110 (TTY: 711)までお問い合わせください。障がいをお持ちの方のために、点字や大活字の文書などの補助・サービスも提供しています。これらのサービスは無料で提供されています。

Korean: 귀하 또는 귀하가 도와주고 있는 분이 언어 서비스가 필요하시면 1-800-675-6110 (TTY: 711)번으로 연락해 주십시오. 장애가 있는 분들에게 보조 자료 및 서비스(예: 점자 및 대형 활자 인쇄본)도 제공됩니다. 이 서비스는 무료로 이용하실 수 있습니다.

Laotian: ຖ້າທ່ານ, ຫຼື ບຸກຄົນໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ, ຕ້ອງການບໍລິການແປພາສາ, ໂທ 1-800-675-6110 (TTY: 711). ນອກນັ້ນ, ພວກເຮົາຍັງມີອຸປະກອນຊ່ວຍເຫຼືອ ແລະ ການບໍລິການສຳລັບຄົນພິການອີກດ້ວຍ, ເຊັ່ນ ເອກະສານເປັນຕົວອັກສອນນູນ ແລະ ພິມຂະໜາດໃຫຍ່. ການບໍລິການເຫຼົ່ານີ້ແມ່ນມີໄວ້ຊ່ວຍເຫຼືອທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າໃດໆ.

Mien: Beiv hngv meih ganh a'fai meih tengx ga'hlen mienh, se gorngv qiemx zuqc longc tengx porv waac bun muangx, mborqv finx lorz 1-800-675-6110 (TTY: 711). Mbenc duqv maaih jaa-dorngx aengx caux gong tengx waaic fangx mienh, beiv zoux sou benx nzangc-pokc bun hluc aengx caux domh nzangc. Naaiv deix gong-bou jauv-louc mv zuqc heuc meih ndortv nyaanh cingv.

Punjabi: ਜੇ ਤੁਹਾਨੂੰ ਜਾਂ ਜਿਸ ਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਨੂੰ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ 1-800-675-6110 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਵਿੱਚ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਵੱਡੇ ਪ੍ਰਿੰਟ ਵੀ ਉਪਲਬਧ ਹਨ। ਇਹ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਹਨ।

Russian: Если вам или человеку, которому вы помогаете, необходимы услуги перевода, звоните по телефону 1-800-675-6110 (TTY: 711). Кроме того, мы предоставляем материалы и услуги для людей с ограниченными возможностями, например документы, выполненные шрифтом Брайля или крупным шрифтом. Эти услуги предоставляются бесплатно.

Spanish: Si usted o la persona a quien ayuda necesita servicios de idiomas, comuníquese al 1-800-675-6110 (TTY: 711). También hay herramientas y servicios disponibles para personas con discapacidad, como documentos en braille y en letra grande. Estos servicios no tienen ningún costo para usted.

Tagalog: Kung ikaw o ang taong tinutulungan mo ay kailangan ng mga serbisyo sa wika, tumawag sa 1-800-675-6110 (TTY: 711). Makakakuha rin ng mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng mga dokumentong nasa braille at mga malaking print. Wala kang babayaran para sa mga serbisyong ito.

Thai: หากคุณหรือคนที่คุณช่วยเหลือ ต้องการบริการด้านภาษา โทร 1-800-675-6110 (TTY: 711) นอกจากนี้ยังมี ความช่วยเหลือและบริการ สำหรับผู้ทุพพลภาพ เช่น เอกสารในรูปแบบอักษรเบรลล์และตัวพิมพ์ขนาดใหญ่ บริการเหล่านี้ ไม่มีค่าใช้จ่ายสำหรับคุณ

Ukrainian: Якщо вам або людині, якій ви допомагаєте, потрібні послуги перекладу, телефонуйте на номер 1-800-675-6110 (TTY: 711). Ми також надаємо матеріали та послуги для людей з обмеженими можливостями, як-от документи шрифтом Брайля або надруковані великим шрифтом. Ці послуги для вас безкоштовні.

Vietnamese: Nếu quý vị hoặc ai đó mà quý vị đang giúp đỡ cần dịch vụ ngôn ngữ, hãy gọi 1-800-675-6110 (TTY: 711). Chúng tôi cũng có sẵn các trợ giúp và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và bản in khổ lớn. Quý vị được nhận các dịch vụ này miễn phí.



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PO Box 9103
Van Nuys, CA 91409-9103

The information provided is not intended as medical advice or as a substitute for professional medical care. Always seek and follow the advice of your physician or other health provider for any questions you have regarding your general medical condition.

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