

Welcome Booklet

LEARN ABOUT YOUR NEW HEALTH PLAN AND BENEFITS



*Coverage for
every stage of life™*





Take a look inside to find:

- 1** Plan Overview
- 2** Set up Your Online Member Account
- 3** Find Your Primary Care Physician
- 4** Meet Your Doctor
- 5** Where to Go for Care

1 Plan Overview

A quick preview of your coverage

Your Medi-Cal plan comes with a large network of doctors and hospitals. This means you have many doctors to choose from. Your plan also offers a variety of no-cost programs and services to help you get healthy and stay healthy.

Here are some of the features of your plan:



A healthier life is waiting for you! Call your doctor and schedule an appointment. You'll find their phone number on your ID card.

MEDICAL

- Doctor visits and hospital care
- Lab tests and X-rays
- Wellness services
- Nurse Advice Line
- Pregnancy and newborn care
- Telehealth

MENTAL HEALTH CARE

- Depression
- Anxiety
- ADHD
- Autism
- Outpatient services such as therapy and medication management visits

DENTAL¹

- Regular checkups
- Fillings, crowns, sealants and more
- Cleaning and X-rays
- Fluoride treatments to prevent cavities

EYE CARE

- Eye exams
- Glasses

¹Dental applies to residents of Los Angeles and Sacramento.

Special services and programs

- **Care and disease management programs**
Get special help if you're living with a complex health condition, like diabetes, COPD, sickle cell anemia, HIV/AIDS, or other.
- **Care coordination services**
Find out how to connect with resources and services in your community.
- **No-cost transportation services**
Schedule a no-cost ride to your doctor, dentist¹ or specialist.
- **Video doctor visits**
Speak to a doctor without leaving the house! Get same day doctor visits by phone or video chat, using the Babylon app.
- **Interpreter services for sign language or non-English speaking persons**
Request an interpreter to assist you during your medical and dental¹ appointments.
- **Health Education programs**
Get help and support to eat better, manage weight, get fit, quit smoking and more. We also have programs for new moms, children and teens.
- **Continuity of care**
If you were seeing a doctor that isn't in our network, you may still be able to see them. In some cases, you may continue to receive care with them for up to 12 months.

Want more details about your coverage?



- Explore your Member Handbook.
- Call Member Services toll-free at 1-800-675-6110 (TTY: 711), 24 hours a day, 7 days a week.
- Go online: www.healthnet.com.





2 Set up Your Online Member Account

Explore your benefits

You'll find a wide range of information, tools and resources at www.healthnet.com for fast and easy access online. Once you set up your online account, you can:

- Download your ID card to your phone or print a copy.
- Find a doctor, urgent care center or hospital in your network.
- Review your health plan benefits.
- Access programs to help manage your weight or stop smoking.
- Update your information.



Here's what you'll need:

- Your date of birth
- Either your Social Security number or member ID
- A valid email address

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.

3 Find Your Primary Care Physician

Your primary care physician (PCP) is your doctor. We have doctors who:

- Have convenient office hours
- Can take care of you – or you and your whole family
- Understand your unique cultural needs
- Speak your preferred language

Your doctor is your partner in health. They're there to listen, give advice and help. Choosing the right doctor can make a big difference in your health.



Need a no-cost ride? If getting to any doctor or dental¹ appointment is problem, our no-cost ride service can help. To arrange a no-cost ride, call Member Services.

If you need to choose a new doctor, here are some things to think about:

Is the doctor part of your network and taking new patients?

Call Member Services to find out. You can also visit our website at www.healthnet.com and click Find a Provider.

Note: If you had a doctor before you became a Health Net member, and that doctor is not in our network, you may be able to keep seeing them for a limited time. Please call Member Services to speak to them about your specific situation.

How easy is it to get an appointment?

Make sure they offer appointment times that work for you. For example, you might need to come in to see your doctor before or after work or on weekends.

Think about where the doctor's office is located.

- How long will it take you to get there, from home or work?
- Is it easy to find parking?
- Can you take a bus or train?

¹Dental applies to residents of Los Angeles and Sacramento.

Does this doctor offer online tools and phone or video visits?

Patient portals and apps can make it easy to:

- Email your doctor
- Check lab results
- Make online appointments
- Refill prescriptions

With phone or video visits, you can talk to a doctor from the comfort of your home.

Does this doctor meet your specific needs?

Think about what you're looking for in a doctor:

- Would you like to see a doctor who understands your culture and speaks your language?
- Do you want doctors who can take care of you and your family at the same location?
- Do you need to see a specialist or need care for special health issues?

The right doctor can help you and your family stay healthier. So, before you choose a new doctor, get the answers you need.

By phone (toll-free)
1-800-675-6110 (TTY: 711)
24 hours a day, 7 days a week

Online
Go to www.healthnet.com
Click "Find a Provider"



4 Meet Your Doctor

Your doctor is your partner in health. It's important to set up your first visit, so you can get to know each other. That may help you feel more comfortable talking about your health.



Your doctor will



Give you routine care, including:

- Yearly checkups
- Immunizations (shots)
- Treatment
- Prescriptions
- Medical advice
- Cancer screenings
- Diabetes and asthma management



Keep your health records.



Refer (send) you to specialists if needed.



Order X-rays, mammograms or lab work if you need them.

Contact us:

By phone (toll-free)
Call Member Services toll-free
1-800-675-6110 (TTY: 711)
Monday–Friday
24 hours a day, 7 days a week

Online
Go to www.healthnet.com
Click “Find a Provider”

Your annual wellness exam

A yearly checkup with your doctor helps you stay informed about your health. You can share changes you've noticed and bring up any health concerns. Your doctor can help you make a care plan to help you stay healthy. And, it's an ideal chance to ask questions about your health or about your medications. Call to set up your first visit and wellness exam.

Change your doctor

If you didn't choose a doctor when you enrolled, we chose one for you. If you'd like to change your doctor, give us a call.

5 Where to Go for Care

Your plan offers a variety of ways to get the care you need, when you need it.



At a doctor's office

Your doctor

Go to your doctor for routine and preventive care. This includes annual wellness exams, illness, immunizations, and general medical care.

Other in-network providers

Get care from other doctors, specialists or providers (like urgent care or hospitals) in your network. To find a doctor in your network, visit www.healthnet.com and click on the "Find a Provider" link.

Mental health services

Your plan includes coverage for:

- Counseling.
- Psychiatric services.

You don't need a referral from your doctor.

Find a therapist or psychiatrist at www.mhn.com/members. You can also call Member Services and select Behavioral Health.



At home

Anytime video appointments

Can't meet with your doctor or need help when their office is closed? Use the Babylon Health App for online video visits with a doctor or nurse! Babylon is also great for urgent care issues when you can't see your doctor. Babylon providers can prescribe medications to treat your illness when necessary.

Download the Babylon Health app to activate your account today. The app is available for download on the Google Play or Apple App Store. Register with the code: HNMC.

Anytime phone appointments

If you want to get mental health or substance use disorder services through a video or phone appointment please call Member Services and select Behavioral Health.

Nurse Advice Line

For real-time support to help understand symptoms and determine the level of care needed, call our nurse advice line and speak to a clinician 24 hours a day, 7 days a week. The telephone number is listed on the back of your member ID card and below.



In a clinic

Urgent care centers

Get same-day care for non-emergency, non-life threatening illnesses or injuries. Many urgent care centers now offer X-rays and lab tests.

Visit www.healthnet.com and click "Find a Provider" to find an urgent care center near you.

Note: Go straight to the nearest emergency room or call 911 if you have an emergency.

Emergency care is for life-threatening medical conditions or severe accidental injuries.



Welcome to
your Health Net
Medi-Cal plan!

For more information please contact

Health Net
101 N. Brand Blvd., Ste. 1500
Glendale, CA 91203

MEMBER SERVICES

Toll-free 1-800-675-6110 (TTY: 711)
24 hours a day, 7 days a week

ENROLLMENT SERVICES

Toll-free 1-800-327-0502 (TTY: 711)
Monday–Friday, 7:30 a.m.–6 p.m.

www.healthnet.com 

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