Health Net Cal MediConnect Plan (Medicare-Medicaid Plan) | 2022 Provider and Pharmacy Directory

Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Health Net Cal MediConnect and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

Table of Contents

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

A. Disclaimers

❖ Health Net Community Solutions, Inc. is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

❖ Out-of-network/non-contracted providers are under no obligation to treat Health Net Cal MediConnect Plan members, except in emergency situations. Please call our Member Services number or see your *Member Handbook* for more information, including the cost-sharing that applies to out-of-network services.

❖ This Directory includes providers of both Medicare and Medi-Cal services.

❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may see as a Health Net Cal MediConnect member. We also list the pharmacies that you may use to get your prescription drugs.

❖ We will refer to these groups as "network providers" in this Directory. These providers signed a contract with us to provide you services. This is a list of Health Net Cal MediConnect's network providers for Los Angeles County, California.

❖ You can get this document for free in other formats, such as large print, braille, or audio. Call 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

❖ Health Net Cal MediConnect Plan (Medicare-Medicaid Plan) wants to make sure you understand your health plan information. We can send materials to you in another language or alternate format if you ask for it this way. This is called a "standing request." We will document your choice.

Please call us if:

- You want to get your materials in Arabic, Armenian, Cambodian (Khmer), Chinese (traditional characters), Farsi, Korean, Russian, Spanish, Tagalog, Vietnamese or in an alternate format. You can ask for one of these languages in an alternate format.
  or
- You want to change the language or format that we send you materials.

If you need help understanding your plan materials, please contact Health Net Cal MediConnect Member Services at 1-855-464-3571 (TTY: 711). Hours are from 8 a.m. to 8 p.m., Monday through

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Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned within the next business day.

❖ ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned within the next business day. The call is free.

❖ ATENCIÓN: Si usted habla español, hay servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al 1-855-464-3571 (TTY: 711) de 8:00 a.m. a 8:00 p.m., de lunes a viernes. Después del horario de atención, los fines de semana y los días feriados puede dejar un mensaje. Le devolveremos la llamada el siguiente día hábil. La llamada es gratuita.

❖ PAALALA: Kung nagsasalita ka ng Tagalog, available sa inyo ang mga serbisyo ng tulog sa wika, nang walang singil. Tumawag sa 1-855-464-3571 (TTY: 711) mula 8 a.m. hanggang 8 p.m., Lunes hanggang Biyernes. Paglipas ng mga oras ng negosyo, tuwing Sabado at Linggo at sa pista opisyal, maaari kang mag-iwan ng mensahe. Ang iyong tawag ay ibabalik sa loob ng susunod na araw ng negosyo. Libre ang tawag.

❖ ВНИМАНИЕ: Если вы говорите по-русски, мы можем предложить вам бесплатные услуги переводчика. Звоните по телефону 1-855-464-3571 (линия TTY: 711). Вы можете получить необходимую информацию непосредственно у сотрудника плана с понедельника по пятницу с 8:00 часов утра до 8:00 часов вечера. В нерабочее время, а также в выходные и праздничные дни, вы можете оставить сообщение. Вам перезвонят на следующий рабочий день. Звонок бесплатный.

❖ XIN LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi sẵn có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho q ý vị. Hãy gọi 1-855-464-3571 (TTY: 711) từ 8 giờ sáng đến 8 giờ tối, từ thứ H i đến hết thứ Sáu. Sau giờ làm việc, vào các ngày cuối tuần và ngày lễ, quý vị có thể để lại tin nhắn. Cuộc gọi của quý vị sẽ được hồi đáp vào ngày làm việc hôm sau. Cuộc gọi này miễn phí.

❖ تنبيه: إذا كنت تتحدث العربية، تتوافر لك خدمات المساعدة اللغوية مجانًا. يُرجى الاتصال بالرقم 1-855-464-3571 (TTY: 711)، من الساعة 8:00 صباحًا حتى 8:00 مساءً، من يوم الاثنين إلى الجمعة. وللاتصال في غير أوقات الدوام الرسمي، أيام الأجازات والعطلات ، يمكنك ترك رسالة. سنرد على مكالمتك في يوم العمل التالي. هذه المكالمة مجانية.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

❖ ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե Հայերեն եք խոսում, անվճար լեզվական oգնության ծառայություններ են հասնում Ձեզ : Զանգահարեք 1-855-464-3571 (TTY՝ 711): Մի անձ այստեղ է Ձեզ հետ զրուցելու նպատակով երկուշաբթիից ուրբաթ, կ.ա. 8:00-ից կ.հ. 8:00-ը: Աշխատանքային ժամերից անց, հանգստյան օրերին եւ տոներին, կարող եք թողնել հաղորդագրություն: Ձեր զանգը կվերադարձվի հաջորդ աշխատանքային օրվա ընթացքում: Հեռախոսազանգն անվճար է:

❖ 請注意：如果您使用中文，您可以免費獲得語言援助服務。請致電 1-855-464-3571 (聽障專線：711)。週一至週五，上午8點到下午8點。非營業時間、週末及假日，您可以留言。我們會在下一個工作日給您回電。此專線為免付費電話。

❖ ចំណាំអារម្មណ៍: បើសិនអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ ទូរស័ព្ទទៅលេខ 1-855-464-3571 (TTY: 711) ពីម៉ោង 8 ព្រឹក ដល់ 8 យប់ ថ្ងៃច័ន្ទ រហូតថ្ងៃសុក្រ។ បន្ទាប់ពីម៉ោងធ្វើការ នៅចុងអាទិត្យ និងថ្ងៃបុណ្យ អ្នកអាចទុកសារស័ព្ទបាន។ អ្នកនឹងត្រូវបានទូរស័ព្ទមកវិញ នៅថ្ងៃធ្វើការបន្ទាប់ទៅ។ ការហៅនេះ គឺឥតចេញថ្លៃឡើយ។

❖ توجه: اگر به فارسی صحبت می کنید، خدمات امداد زبانی به طور رایگان در اختیار شما می باشند. با شماره (TTY: 711) 1-855-464-3571 از ساعت 8:00 صبح تا 8:00 شب، دوشنبه تا جمعه تماس بگیرید. بعد از ساعات کاری، در آخر هفته ها و تعطیلات رسمی، می توانید پیام بگذارید. به تماس تلفنی شما در روز کاری بعدی پاسخ داده خواهد شد. این تماس رایگان است.

❖ 알림: 귀하께서 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-464-3571 (TTY: 711) 번으로 월요일- 금요일, 오전 8시부터 오후 8시까지 전화하십시오. 영업시간 이후, 주말 및 공휴일에는 메시지를 남기실 수 있습니다. 다음 영업일에 저희가 귀하께 전화를 드리겠습니다. 안내전화는 무료입니다.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

❖ The list is up-to-date as of the day you do your search, but you need to know that:

❖ Some Health Net Cal MediConnect network providers may have been added or removed from our network after this Directory was published.

❖ Some Health Net Cal MediConnect providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at 1-855-464-3571 (TTY:711) and we will help you.

❖ To get the most up-to-date information about Health Net Cal MediConnect's network providers in your area, visit mmp.healthnetcalifornia.com/findadoctor or call Member Services at 1-855-464-3571 (TTY:711), from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

Doctors and other health care professionals in Health Net Cal MediConnect's network are listed on pages in the Primary Care Provider and Specialty sections. Pharmacies in our network are listed on pages in the Pharmacy section.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

6

B. Providers

B1. Key terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.

  o The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.

  o Providers that are a part of our plan's network are called network providers.

- **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.

- A **Primary Care Provider** (PCP) is a family practice physician, a general practitioner, a pediatrician, a primary care clinic, or an internal medicine doctor who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need a specialist or other provider.

- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

  o Oncologists care for patients with cancer.

  o Cardiologists care for patients with heart conditions.

  o Orthopedists care for patients with certain bone, joint, or muscle conditions.

- A Medical Group is a group of PCPs, specialists, and other health care providers that work together and are contracted to work with our plan.

- You may need a **referral** for a specialist or someone that is not your PCP. A **referral** means that your primary care provider (PCP) must give you approval before you can see someone that is not your PCP. If you don't get a referral, Health Net Cal MediConnect may not cover the service.

  o Referrals from your network PCP are not needed for:

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

- Emergency care;

- Urgently needed care;

- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area; or

- Services from a women's health specialist.

  o Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.

  o More information on referrals is available in Chapter 3 of the *Member Handbook*.

- You also have access to a care coordinator and a care team that you help choose.

  o A **Care Coordinator** helps you manage your medical providers and services.

  o Your **Care Team** is a group of people that will work with you to develop an Individualized Care Plan to address your health and support needs, reflecting your personal preferences and goals. Everyone on the care team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

8

B2. Choosing a Primary Care Provider (PCP)

You can get services from any provider who is in our network and accepting new members.

First, you will need to choose a Primary Care Provider. You may be able to have a specialist act as your PCP. The specialist must be willing and able to provide the care you need. If you need to request a specialist to be your PCP, call our Member Services at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with their medical group.

- If there is a particular specialist or hospital that you want to use, it is important to find out whether they are affiliated with your PCP's medical group. You can look in this directory, or ask Health Net Cal MediConnect Member Services to check to find out if the PCP you want makes referrals to that specialist or uses that hospital.

- If you don't stay within your PCP's medical group, Health Net Cal MediConnect may not cover the service.

To choose a PCP, refer to the list of providers and choose a provider:

- that you use now, **or**

- who has been recommended by someone you trust, **or**

- whose offices are easy for you to get to.

- If you want help in choosing a PCP, please call Member Services at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. Or, visit mmp.healthnetcalifornia.com.

- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask **before** you get the service or care.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

B3. Long-term services and supports (LTSS)

As a Health Net Cal MediConnect member, you may be able to get long-term services and supports (LTSS), such as Community-Based Adult Services (CBAS), the Multipurpose Senior Services Program (MSSP) and long-term custodial care in nursing facilities. LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

These services include Community-Based Adult Services (CBAS).

CBAS is a community-based day health program that provides services to older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

To apply for CBAS, please contact Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. The call will be returned the next business day.

Other long-term services and supports provided by Health Net Cal MediConnect include the Multipurpose Senior Services Program (MSSP) and long-term custodial care in nursing facilities.
The MSSP provides services for people age 65 and older. With long-term custodial care in nursing facilities, the health plan makes sure that care is consistent and any transition is well planned.

A full list of these services is available in Chapter 4 of your *Member Handbook*.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

B4. How to identify providers in Health Net Cal MediConnect's network

You must get all of your covered services from providers within our network that are affiliated with your PCP's medical group. If you use providers who are not in Health Net Cal MediConnect's network and are not affiliated with your PCP's medical group (without prior authorization or approval from us), you will have to pay the bill.

A **prior authorization** is an approval from Health Net Cal MediConnect before you can get a specific service or drug or use an out-of-network provider. Health Net Cal MediConnect may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan or your PCP's medical group if Health Net Cal MediConnect gives you permission first.

You may need a referral for someone who is not a Primary Care Provider. There is more information about referrals in Section B1, Key terms, of this Directory on page 7.

- You may change providers within the network at any time during the year. If you have been using one network provider, you do not have to keep using that same provider. For some providers, you may need a referral from your PCP.

- Remember, our plan's PCPs are affiliated with medical groups. If you change your PCP, you may also be changing medical groups. When you ask for the change, be sure to tell Member Services whether you are using a specialist or getting other covered services that require PCP approval. Member Services will help make sure that you can continue your specialty care and other services when you change your PCP.

- Health Net Cal MediConnect works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need a provider and are not sure if they offer the accommodations you need, Health Net Cal MediConnect can help you. Talk to your care coordinator for assistance or call Member Services at 1-855-464-3571 (TTY: 711).

B5. How to find Health Net Cal MediConnect providers in your area

This directory is sorted by type of provider and location. Provider types include Primary Care Providers, Specialists, Hospitals, Nursing Facilities, Skilled Nursing Facilities, Home Health Agencies, Mental Health

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

Providers, Long-Term Services and Supports, Acupuncture Providers, and Vision Providers. Primary Care Providers and Specialists are listed by assigned medical group, and then by city or town. All other provider types are listed by city or town within each section.

If you need help finding a provider, call Member Services at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

B6. List of network providers

This Directory of Health Net Cal MediConnect's network providers contains:

- **Health care professionals** including primary care physicians, specialists, nurse practitioners, psychologists and pharmacies; and

- **Facilities** including hospitals, nursing facilities, skilled nursing facilities, mental health facilities; and

- **Support providers** including adult day services, assisted living, consumer-directed services, home-delivered meals, home health agencies; and

- **Vision providers; and**

- **Acupuncture providers**.

Providers are listed in alphabetical order by last name. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

> **Cultural competence training** is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

13

C. Health Net Cal MediConnect's network providers

The providers in this directory are organized alphabetically by medical group. You may get services from any of the providers on this list. For some services, you may need a referral from your PCP.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

14

Accessibility Information

Below is information used in the provider directory to indicate accessibility at a provider office or building site. This information is not a promise that every doctor will always have the access that you may need. If you have a disability, you should call the doctor's office to talk about your access needs.

♿ Accessibility Requirements:

All Criteria Met: if the provider meets all (49) Critical Elements (CE) for disability access in four (4) main areas: Parking, Exterior Building, Interior Building, and Programmatic Access.

Some Criteria Met: if the provider does not meet 1 or more of the CEs.

No Criteria Met: if provider reports having no disability access for all of the CEs.

Details Pending: if there is no data to support any of the 4 main areas.

Indicator	Definition	Criteria
P	Parking	Parking spaces and van-accessible space(s), are accessible. Curbs to on-site parking, public transportation, and the side walk at the site entrance have curb ramps.
EB	Exterior Building	There is an accessible ramp to the building. Curb ramps and other ramps to the building are wide enough for a wheelchair/scooter. There are handrails on both sides of the ramp. Doors are wide enough for wheelchair/scooter to enter and the doors have handles that are easily opened.

(This section is continued on the next page.)

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

IB	Interior Building	Doors are wide enough for a wheelchair/scooter and have handles that are easily opened. There are interior ramps that have handrails. If an elevator is present, it must be free for public use. The elevator has easy-to-hear sounds and Braille buttons within reach. The elevator is large enough for a wheelchair/scooter to turn around. The restroom is accessible, has doors wide enough for wheelchair/scooter and are easy to open. Offices have accessible equipment and clear for space where the equipment is for side transfers by wheelchair or scooter users. Lift equipment exists when needed. If office has a chair lift, it can be used without help.
PA	Programmatic Access	Programmatic access includes, but is not limited to: accessible communication and materials in other formats given in a timely manner, staff help with follow-up visit planning, and other disability-related support (people with disabilities who cannot wait in waiting room are seen right away).
~	Rx	This pharmacy can provide an extended day supply.
+	New patients	Physician is currently accepting new patients.
#	Existing only	Physician is currently accepting existing patients only.
*	No patients	Physician is not currently accepting patients at this time.
🚌	Bus route	Provider indicated this location is on bus route.

Health Net Community Solutions, Inc. cannot guarantee the accuracy of provider self-reported disability access information as it has not been verified by the health plan through an in-person Accessibility Site Review (ASR). Members are encouraged to contact the provider in advance to ask about disability access, and to contact the health plan immediately if the self-reported information is not accurate.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

C1. Primary Care Providers/Specialists

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

17

C2. Hospitals/Facilities

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

18

D. List of network pharmacies

This part of the Directory provides a list of pharmacies in Health Net Cal MediConnect's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

Health Net Cal MediConnect members must use network pharmacies to get prescription drugs except in emergency or urgent care situations.

- If you use an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service.

- Read the Health Net Cal MediConnect *Member Handbook* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about Health Net Cal MediConnect network pharmacies in your area, please visit our web site at mmp.healthnetcalifornia.com or call Member Services at 1-855-464-3571 (TTY: 711), from 8 a.m. through 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and Health Net Cal MediConnect's *List of Covered Drugs*. You can view the drug list on our website at mmp.healthnetcalifornia.com.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

19

D1. How to identify pharmacies in Health Net Cal MediConnect's network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail order pharmacies send covered prescription drugs to members through the mail or shipping companies.

- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.

- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.

- Specialty pharmacies provide members with drugs to treat complex or rare chronic conditions (such as cancer, rheumatoid arthritis, hemophilia, H.I.V.).

You are not required to continue using the same pharmacy to fill your prescriptions.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

20

D2. Long-term supplies of prescriptions

- **Mail Order Programs.** We offer a mail order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.

- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

E. Health Net Cal MediConnect's network pharmacies

The Directory is sorted by type of pharmacy and location. Pharmacy types include Retail and Chain, Mail Order, Home Infusion, Long-Term Care, and Specialty pharmacies. Pharmacies are listed by county, city and ZIP code within each section. You can go to any of the pharmacies in our network unless otherwise noted in each section. Some drugs (mainly over-the-counter items) may not be covered by Medi-Cal at certain pharmacies.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

22

E1. Retail and chain pharmacies

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

23

E2. Mail order pharmacy

You can get prescription drugs shipped to your home through our network mail order delivery program. The pharmacy must get your approval before shipping any drugs to you.

You also have the choice to sign up for automated mail order delivery. Typically, you should expect to get your prescription drugs within 10 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at 1-855-464-3571 (TTY:711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. To learn more about mail order pharmacies, refer to Chapter 5 of the *Member Handbook*.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

24

E3. Home infusion pharmacies

Home infusion pharmacies are generally for patients receiving home infusion therapy and may not be available to all members. You can go to any home infusion pharmacy in our pharmacy network. For more information, please call Member Services at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

25

E4. Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Health Net Cal MediConnect through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Member Handbook*.

Long-term care pharmacies are generally for residents of a long-term care facility and may not be available to all members. For more information, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

If you have questions, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free. **For more information**, visit mmp.healthnetcalifornia.com.

26

E5. Specialty Pharmacies

Specialty pharmacies provide members with drugs used to treat complex or rare chronic conditions such as cancer, rheumatoid arthritis, hemophilia, H.I.V. For more information, please call Health Net Cal MediConnect at 1-855-464-3571 (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned the next business day. The call is free.

Nondiscrimination Notice

Health Net Community Solutions, Inc. (Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)) 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 Cal MediConnect:

- 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, audio, 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 the Health Net Cal MediConnect Customer Contact Center at 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends, and on holidays, you can leave a message. Your call will be returned within the next business day. The call is free.

If you believe that Health Net Cal MediConnect 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; the Health Net Cal MediConnect 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.

Multi-Language Insert

Multi-Language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Chinese Mandarin: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711)。

Chinese Cantonese: 注意：如果您說中文，您可獲得免費的語言協助服務。請致電 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County)（TTY: 711）。

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Korean: 주의 : 한국어를 사용하시는 경우 , 언어 지원 서비스를 무료로 이용하실 수 있습니다 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711). 번으로 전화해 주십시오 .

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Arabic: ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل بالرقم 1-855-464-3571 (Los Angeles County)، 1-855-464-3572 (San Diego County) (TTY: 711).

Hindi: ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711). पर कॉल करें।.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711). まで、 お電話にてご連絡ください。

Farsi: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (Los Angeles County) 1-855-464-3571 ,(San Diego County) 1-855-464-3572 (TTY: 711).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร
1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Armenian: ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք
1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711)

Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-855-464-3571 (Los Angeles County),
1-855-464-3572 (San Diego County) (TTY: 711).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.
Hu rau 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।
1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ກະລຸນາໂທຣ
1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711).

Ukrainian: УВАГА! Якщо ви не розмовляєте англійською, для вас доступні безкоштовні послуги перекладу. Телефонуйте на номер 1 855 464 3571 (Los Angeles County),
1 855 464 3572 (San Diego County) (TTY: 711).

Mien: DONGH EIX: Da'faanh Meih Zoux Maiv Qiex English, Janx-kaeqv waac Tengx gong, cing Nauv Maiv fih hnangv, Yiem longx nyei kungx nyei Tuiv Meih. Heuc 1-855-464-3571 (Los Angeles County),
1-855-464-3572 (San Diego County) (TTY: 711).