

Member Guide to *Health Net* HMO

*Important 2013 plan information for the
Los Angeles Unified School District*



Jesus Hao
Health Net



Health Net®

Welcome to Health Net

This guide is geared to new HMO members; however, it has useful benefit information for everyone. We know you'll have questions and hope that this guide answers your most important questions regarding:

- finding out if your doctor is in the network, and if you can keep the same doctor;
- transitioning medical care and treatment in process; and
- transitioning any existing prescriptions.

Your 2013 Health Net benefits will be included in your 2013 Enrollment Guide, which you will receive from LAUSD. For more benefit details, please visit our website at www.healthnet.com/lausd, or you can call us at 1-800-654-9821 and we'll be happy to send information to your home.





Janis E. Carter,
Health Net
*We're here for members
when they need us.*

How do I find a provider?

With our online ProviderSearch tool, you can see if your doctor is in our network and find the most up-to-date listing of doctors, hospitals, urgent care centers and other types of health care providers near your home or work.

- Go to www.healthnet.com/lausd, click *ProviderSearch tips* to go to the online tool.
- Select a search method (e.g., by location, name or ID#, or My Information);
- Enter the search criteria information; then
- Select your plan – if you are an **Active Employee or Early Retiree: HMO – Employer Group Plans.**
- Select your plan – if you are a **Medicare Retiree: Seniority Plus (Employer HMO)**
- Click *Search* to see a list of all providers in the Medical Group (PPG).

To find providers that fit your preferences, you can also narrow your search by selecting primary care physicians, specialists, hospitals, urgent care centers, and more. Plus, save search results and get maps and driving directions too.

Medical and Behavioral Health Transition of Care program

Health Net will assist you with ensuring any care you are currently receiving is transitioned smoothly to Health Net.

- Confirm your doctor is in our network.
- Transition existing medical and/or behavioral health care.

Medical

If you or a family member(s) is enrolling in an HMO plan and is currently receiving ongoing medical treatment or treatment from a nonparticipating provider, call the dedicated customer contact center for LAUSD at 1-800-654-9821 as soon as possible. A representative will help you determine if you're eligible for transition of care assistance.

Behavioral Health

If you (or a covered family member) are currently receiving mental health services or substance use disorder treatment (inpatient or outpatient), please call MHN as soon as possible at 1-888-935-5966. If your current provider is not an MHN network provider, we will connect you with a care manager who will carefully review your situation and arrange for medically appropriate transition of your care to an MHN participating provider.

For information on the Prescription Transition of Care program, see page 6.

Important pharmacy information for HMO plan members

We want to make your move to Health Net as smooth as possible. The following is pharmacy benefit information as well as some suggestions to help make the change easy for you.

Pharmacy benefit copayment overview

The three-tier benefit plan allows you access to more drugs without the need of prior approval; however, the third-tier copayment will be the highest. See the table below for a description of the three benefit tiers.

Request medication refill(s)

To avoid running out of medication while switching health plans, you are encouraged to obtain medication refills one week before you run out of medication through a local pharmacy or at least two weeks through our mail order pharmacy.



Once your new coverage begins with Health Net, remember to present your new ID card to your pharmacy and let them know you have changed health insurance. Sharing this information allows your pharmacy to send the prescription claim(s) to Health Net instead of your previous health plan.



Health Net members log on to www.healthnet.com/laUSD or call us toll-free at **1-800-654-9821** (TTY/TDD **1-800-995-0852**).

Your three-tier HMO Pharmacy benefits (active employees and early retirees)

Benefit	Tier 1	Tier 2	Tier 3
	Generic drugs on the Health Net Recommended Drug List	Brand drugs on the Health Net Recommended Drug List	Nonformulary drugs on the Health Net Recommended Drug List
Retail pharmacy (up to a 30-day supply)	\$5	\$25	\$45
Mail order pharmacy (up to a 90-day supply)	\$10	\$50	\$90
CVS/pharmacy retail (up to a 90-day supply)	\$10	\$50	\$90
Mandatory program for maintenance medications	You are required to use mail order or the maintenance choice program for any maintenance medication that you have already filled three (3) times at a retail pharmacy. See the Maintenance Choice section of this brochure for more details.		
Generic substitutions	If a brand-name drug (formulary or nonformulary) is requested when a generic equivalent is available, you will have to pay the full cost of the medication unless your doctor obtains prior authorization from Health Net. This policy applies if the prescribing doctor notes "Dispense As Written," "Do Not Substitute" or similar words, or if you request a brand-name drug.		

Note: The preceding overview provides highlights of benefit information about the LAUSD Health Net HMO Plan. Complete details about the plan are contained in the legal plan documents that govern plan operations and administration. If there is a discrepancy between the information provided above and the provisions of the plan documents, the plan documents will govern.



Find your medications at www.healthnet.com/lausd by checking the Recommended Drug List.

Prescription Transition of Care program

If you are new to Health Net and have been using medication for which Health Net requires “pre-approval” for coverage, you may be able to avoid having to go through the prior authorization process:

1. Verify that your current medication is part of Health Net’s Recommended Drug List by visiting www.healthnet.com/lausd.
2. Ask your doctor if the drug(s) you are taking or he or she is prescribing requires prior authorization.

If your current maintenance medication(s) is listed on Health Net’s Prescription Transition form, you’ll need to complete the form and return it to Health Net. Go to www.healthnet.com/lausd > *Transition of Care* to download the form or call the Customer Contact Center.

Maintenance Choice Pharmacy program for HMO members

The Maintenance Choice Pharmacy program provides you with more convenience for filling your maintenance prescriptions on the Health Net Maintenance Drug List. A maintenance medicine is one taken regularly for long-term therapy or chronic conditions, such as high blood pressure, asthma, diabetes or high cholesterol. Keep in mind this program only applies to filling maintenance

medications. You can still fill 30-day non-maintenance prescriptions at any Health Net contracted pharmacy. The program also does not apply to Medicare Advantage retirees.

How does the program work?

After the third fill of a maintenance medication on the Health Net Maintenance Drug List at a network retail pharmacy, you are required to receive future refills (90-day supply) using either the CVS Caremark Mail Order Pharmacy or your local CVS/pharmacy location. The choice is up to you; the copayment is the same either way.

Already using CVS Caremark mail order pharmacy?

If you want to continue, there’s nothing else you need to do. However, if you’d like to switch to a CVS/pharmacy location, you can do so by visiting your local CVS/pharmacy or by calling CVS Caremark Mail Order Pharmacy at 1-888-624-1139.

If you are using a retail pharmacy

CVS Caremark will contact you after your last allowable 30-day fill. CVS Caremark will help you get a 90-day prescription by contacting your doctor and arranging for your next refill to be ready when you need it through your choice of either the CVS Caremark Mail Order Pharmacy or a CVS/pharmacy location.

Advantages of mail order pharmacy:

- Enjoy convenient home delivery.
- Receive medication in confidential, tamper-resistant and (if necessary) temperature-controlled packaging.
- Talk to a pharmacist by phone.

Advantages of a CVS/pharmacy location:

- Pick up your long-term medication directly from the pharmacy at a time that is convenient for you.
- Enjoy same-day prescription availability.
- Talk face to face with a pharmacist.

Get started!

If you are new to Health Net and want to get started using the Maintenance Choice pharmacy program, there are three ways to set up an account:

- Call CVS Caremark directly at 1-888-769-9030. They will contact your doctor to get your prescription information. When you call, be sure to have the medication name and your doctor's information handy (name, phone number and fax number if available).
- Download and print the CVS Caremark order form from www.healthnet.com/lausd > Pharmacy, fill it out and mail it to CVS Caremark.
- Visit your local CVS/pharmacy location.

After setting up your CVS Caremark mail order account, go to www.healthnet.com/lausd > Pharmacy to place your refill order.

Health Net preferred blood glucose testing supplies

Using the Health Net preferred brands of blood glucose monitors and test strips will ensure coverage for your diabetic testing supplies. Health Net's preferred manufacturers are **Roche Diagnostics** and **Abbott Diabetes Care**. The following monitors use test strips covered at your Tier 2 (brand) copayment. Non-preferred products are not covered.

To make sure you have the most up-to-date monitoring equipment, Health Net will provide one of our preferred monitors at

no charge. Below is our preferred product selection. Ask your doctor for a prescription for the monitor that best suits you and for test strips. Your Health Net participating pharmacy will provide the monitor to you at no charge and your test strips and lancets at your Tier 2 (brand) copayment.

Accu-Chek Aviva Plus	<ul style="list-style-type: none"> • 5-second testing • 0.6 microliter sample size • 150 quality checks • Approved for alternate site testing
Accu-Chek Nano	<ul style="list-style-type: none"> • 5-second testing • 0.6 microliter sample size • No coding • Approved for alternate site testing
Freestyle Lite	<ul style="list-style-type: none"> • 5-second testing • 0.3 microliter sample size • No coding • Approved for alternate site testing
Freestyle Freedom Lite	<ul style="list-style-type: none"> • 5-second testing • 0.3 microliter sample size • Approved for alternate site testing
Freestyle InsulinX	<ul style="list-style-type: none"> • 5-second testing • 0.3 microliter sample size • No coding • For insulin users to track insulin doses and glucose
Precision Xtra	<ul style="list-style-type: none"> • 5-second testing • 0.6 microliter sample size • Blood ketone testing • No coding



Christian Aparicio,
Health Net
*We help make
health care simple.*



New Health Net ID cards

Look for your new Health Net ID cards in the mail. Our goal is to have them delivered before January 1; however, due to the holidays there may be some delays. When you receive your ID card, check to make sure that your PCP selection is correctly identified. If the doctor listed is incorrect, call the Health Net Customer Contact Center.

Once you're a registered member of the Health Net website, you'll also have the ability to print a temporary medical ID card or change your PCP online.

More Health Net resources

After you get your Health Net ID card, register for access to our member website. It takes just a few minutes. Go to www.healthnet.com/lausd. Once you have your user name and password, you'll have access to a wide variety of resources and tools, including:

Decision Power®: Making the most of your health

We're focused on your whole health, not just one concern or disease. So we work with you to identify potential risks, and help prevent minor concerns from becoming big problems. And we're here for you should you face serious medical concerns.

We offer a 24-hour nurse line (Nurse 24SM) that provides immediate clinical support of everyday health issues and questions. Some of the ways nurses help callers include:

- caring for minor injuries and illnesses,
- emergency health situations,
- preparing for doctor visits.

There are also online programs and tools so it's easier for you to make lasting health changes, such as:

- Tobacco use
 - Quit for Life® Program
 - Text2Quit
- Weight management
- Stress reduction
- High blood pressure (hypertension), and more.



Remember to present your new Health Net ID card whenever you receive medical care or prescription medications.



Log on to www.healthnet.com/lausd:

Try a step-by-step plan for losing weight, stopping smoking or boosting nutrition. You can start with our online program and self-help tools. Phone coaching support is included so making lasting, healthy changes is easier.

Set up a personal Health Record to track your health progress and have a complete medical snapshot whenever you need it.

Find support for mental health concerns with tools to assess depression, excessive alcohol use and other emotional health issues.

Be informed with our trusted, easy to understand materials right at your fingertips.

Know your numbers with our health trackers (cholesterol, diet, fitness), treatment cost estimator and hospital comparison reports.

You can use Decision Power online or by calling a clinician. Try multiple resources at once, or one at a time. 24 hours a day, 7 days a week, Decision Power is here for you.



**Angel Nazir,
Health Net**
*We help improve
the health care
experience.*

Call us with questions

Health Net is here for you! Our team of knowledgeable customer service representatives can answer specific questions to help make your transition to Health Net as easy as possible.

Actives and early retirees

1-800-654-9821

Monday–Friday, 8:00 a.m.–6:00 p.m. PT

Prospective Medicare Advantage members

1-800-596-6565

Enrolled Medicare Advantage members

1-800-275-4737

Additional contact numbers

1-877-891-9050 (Cantonese)

1-877-339-8596 (Korean)

1-877-891-9053 (Mandarin)

1-800-331-1777 (Spanish)

1-877-891-9051 (Tagalog)

1-877-339-8621 (Vietnamese)

Assistance for the hearing and speech impaired

1-800-995-0852

Or send an email by going to www.healthnet.com/laugd, and clicking *Contact Us*.

Health Net

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You have access to Decision Power through your current enrollment with any of the following Health Net companies: Health Net of California, Inc.; Health Net Life Insurance Company. Decision Power is not part of Health Net's commercial medical benefit plans. Also, it is not affiliated with Health Net's provider network and it may be revised or withdrawn without notice. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees of the above listed Health Net companies. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, Inc. Health Net and Decision Power are registered service marks of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.