

# Medicare *Plans*

## *You Can* **Count On**

*A simple guide to your University of California benefit choices*



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

**Health Net Seniority Plus**  
**(Employer HMO)**



**Health Net®**  
MEDICARE PROGRAMS

# *Health Net* Seniority Plus

*For University of California retirees*

At Health Net, we're working to change your idea of a "health plan." Our mission is to support your quest for optimal health. Beyond comprehensive benefits and predictable copayments, our Seniority Plus plans include extra health-boosting resources.

Whatever you're looking for – affordability, broad benefit coverage, choice in doctors, or wellness programs to keep you healthy – you'll find it here.



**Andre Hamil,**  
**Health Net**

*We support your business  
with local, dedicated teams.*



# The Health Net Difference

Health Net is one of the country's leading health care companies, providing a variety of health care services and benefit programs to approximately 6 million people nationwide. Supporting individuals and families through all stages of life is what we've been doing for over 35 years – And we're just getting started.



*Reasons to choose Health Net Seniority Plus (Employer HMO) coverage include:*

**1 We know California.**

For over three decades, Health Net of California, Inc. has given Californians access to broad networks, personal service and useful resources so they can manage their health the way they want.

**2 We're all about quality.**

Ongoing service monitoring helps ensure the care you receive is the kind of care you expect and deserve. We put our provider and hospital comparison reports online at [www.healthnet.com/uc](http://www.healthnet.com/uc) so you can view provider network quality and service ratings for yourself.

**3 Broad networks for more choices.**

Thousands of doctors and hospitals give you the choices you deserve. And with such large provider networks, there is a good chance your doctor is part of ours. You can search for doctors at [www.healthnet.com/uc](http://www.healthnet.com/uc). Just click on *ProviderSearch*. You can also change doctors, download maps and more.

**4 Strength and stability.**

Health Net, Inc., a Fortune 500 company, has the strength and stability to focus on care delivery and the resources to innovate.

# How It Works

*Why so many people have already chosen Health Net Medicare plans*

**We know how important it is to have a close relationship with your doctor.**



With our large network of physicians and hospitals, you won't have to worry about finding a new doctor to learn about you and your conditions. We will most likely have your doctor in our network.

**We tailor our services to Medicare beneficiaries like you.** We know which conditions are most likely to affect you and the medications you're most likely to need. That's why we've taken such care to ensure that our Prescription Drug Plan for Medicare offers coverage for so many commonly prescribed, brand-name drugs. Even if your physician changes your medications, your new prescription will most likely still be on our list of covered drugs.

**How Seniority Plus works.**

With Health Net Seniority Plus, your Medicare benefits are administered by Health Net. Health Net is the primary payor for all Medicare-covered benefits. You still retain your Medicare card but receive Medicare-covered services through the Health Net Seniority Plus network of providers.

**Primary care physician coordinates care.**

Your Health Net Seniority Plus (Employer HMO) primary care physician is the focal point for all contracted medical care you receive through Health Net Seniority Plus (Employer HMO). He or she will diagnose and treat your illness or condition, referring you to a specialist when necessary.

If you do not select a primary care physician or physician group when you enroll, Health Net will automatically assign one to you based on your address. You can change your primary care physician or physician group by calling Member Services at the number listed on the back cover or by logging in at [www.healthnet.com/uc](http://www.healthnet.com/uc). You must use plan providers except in emergency or urgent care situations or for out-of-area renal dialysis. If you obtain routine care from out-of-network providers, neither Medicare nor Health Net Seniority Plus (Employer HMO) will be responsible for the costs.





**Can I still see my primary care physician if I don't have my ID card?**

Yes. If you don't have your ID card yet, please take the yellow copy of your Health Net Seniority Plus (Employer HMO) Enrollment Request Form with you to your participating physician group. This will serve as your temporary ID card until you receive your permanent ID card.

**How do I find a doctor?**

With our vast Seniority Plus HMO network of physicians and other specialists, finding a doctor is easy:

- Log in to [www.healthnet.com/uc](http://www.healthnet.com/uc) and click on *ProviderSearch*. You can search by name or specialty, find out if the doctor is accepting new patients, even get a printable map or driving directions.
- Call Member Services at the number listed on the back cover for assistance.

**Hospital coverage, medical emergencies.**

Your primary care physician will handle all of the care you need and will arrange all non-emergency hospital admissions. For medical emergencies, call 911 (in areas where the system is established and operating) or go to the closest emergency facility. Do not worry about whether it is a Health Net network facility. Immediately following an ER visit, call your primary care physician to inform your doctor of your situation, so that your doctor can help with any additional care.



***How do I enroll?***

Check with your UC Retirement Administration Service Center at 1-800-888-8267 (TTY: 711) or benefits office to find out how they handle your Health Net enrollment.

# Make the Most of Your Health *with Decision Power*<sup>®</sup>



**Nicole daLomba,**  
**Health Net**  
*We put community  
into health care  
coverage.*

Decision Power brings together the information, resources and personal support that fit you, your health and your life. Whether you're focused on staying fit, making health care decisions or facing a serious diagnosis, we're here to help you work with your doctor and make informed decisions.

Decision Power is available to members 24 hours a day, 7 days a week. Call the Decision Power line to:

- Talk to a registered nurse 24/7. By using the Nurse24<sup>SM</sup> line,<sup>1</sup> you can reach a Decision Power nurse who is available 24/7 to answer questions and address your concerns:
  - Questions about ongoing illnesses, such as asthma, congestive heart failure, heart disease, or diabetes.
  - Understanding all your options when you need treatment.
- Learn more about our Quit For Life<sup>®</sup> tobacco cessation program, which provides an in-depth, personalized smoking cessation plan. Participants can access up to four proactive, one-on-one counseling calls, plus unlimited calls to their Quit Coach.

## *Resources available online*

- Access your Personal Health Record (PHR). You can record your appointments, medical history, medications, test results, preventive screenings, and shots. You can also print a summary of your PHR to share with your doctor.
- Enroll in a Health Promotion program on exercise, nutrition, tobacco cessation, weight loss, and more. These programs provide you with the tools and guidance to get healthier.
- Learn more with the in-depth article library, plus health-related videos and audio resources for most health conditions.
- Try the online questionnaires to test your knowledge of the pros and cons of various treatments.

You can start using Decision Power as soon as your Health Net benefits become effective! Just log in to [www.healthnet.com/uc](http://www.healthnet.com/uc) or call us toll-free at 1-800-893-5597 (TTY/TDD: 1-800-276-3821). Interpretation services are available 24 hours a day.

<sup>1</sup>Decision Power nurses are not for emergency situations. If you have an emergency, call 911 or go to the emergency room.

# Programs *Especially for* *University of California Members*

With University of California retirees in mind, Health Net has joined forces with the following wellness vendors to provide our members with access to programs and services that support your good health. You can start using these new programs as soon as your Health Net benefits become effective.

There is no additional cost to Health Net University of California members for using these services. After registering at [www.healthnet.com/uc](http://www.healthnet.com/uc), you can log in for convenient access to the following programs:

## *Web- and telephone-based technologies*

Health Net has partnered with MDLIVE to make care more accessible and convenient for our University of California members. MDLIVE provides quality medical care by phone or online video through a national network of board-certified physicians and licensed therapists. These providers can diagnose, treat and write prescriptions for routine medical conditions if your primary care physician is not available or you are away from home.

**1-888-632-2738 (TTY: 711)**

## *Surgery decision-making support*

Health Net offers University of California members access to Welvie, an online program that helps you decide on, prepare for, and recover from surgery. The support program can help participants evaluate the benefits and risks of both surgical and nonsurgical treatment options, and help reduce the chances of complications.

**1-877-780-0016 (TTY: 711)**

## *Diabetes prevention program*

Health Net, together with Omada Health, provides an online diabetes and heart disease prevention program for University of California members. The Prevent program helps participants lose weight and make modest lifestyle changes.

The program offers a wireless scale and pedometer, a professional health coach, online lessons, and small support groups, all at no additional cost to you.

**1-888-409-8687  
(TTY: 711)**



## **Health Net**

PO Box 10420

Van Nuys, CA 91410-0198

Please call Health Net Member Services at 1-800-539-4072.

TTY users call 711.

From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.

*[www.healthnet.com/uc](http://www.healthnet.com/uc)*

Health Net of California, Inc. has a contract with Medicare to offer HMO plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal. This plan is available to qualified University of California retirees with Medicare Parts A and B.

You have access to Decision Power through your current enrollment with Health Net of California, Inc.

Decision Power is part of Health Net's Medicare Advantage benefit plans. It is not affiliated with Health Net's provider network. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees of Health Net of California, Inc.

This information is not a complete description of benefits. Contact the plan for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or copayments/coinsurance may change on January 1 of each year. The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

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