

NEW MEMBERS GUIDE TO HEALTH NET HMO

*Important 2009 plan information for
the Los Angeles Unified School District*



Health Net[®]
A BETTER DECISION



WELCOME TO HEALTH NET!

This guide is specifically geared to **new HMO members**. 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.
- Transitioning any existing prescriptions.

Your 2009 Health Net benefits will be included in your 2009 Enrollment Guide, which you will receive from the 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.



Important medical information

MEDICAL TRANSITION OF CARE PROGRAM

If you're currently in treatment that has been authorized to continue past December 31, 2008, your authorization information will be shared with Health Net. Health Net and PacifiCare will work closely on coordinating care throughout the transition.

As a new enrollee, you may also request continued care from a provider, including a hospital that is not contracted with Health Net, for any of the following conditions:

- Surgery and surgical follow-up care
- Acute condition (e.g., sudden GI bleed, broken bone)
- Serious chronic condition
- Pregnancy and immediate post-partum
- Care of newborns
- Chemotherapy
- Transplant
- Terminal illness

What you need to do:

1. If your current provider is not in the Health Net network, make an appointment and talk to your doctor about transitioning your medical care and treatment.
2. Next, download a Transition of Care form from www.healthnet.com/lausd or request one over the phone by calling the Health Net Customer Contact Center.
3. Complete page one of the form and bring the form to your doctor's appointment and ask your doctor to complete page two. Make a copy of the form (for your records) then fax the completed form to Health Net by December 14 or as soon as reasonably possible.
4. Health Net will evaluate your request and may contact your provider. Your provider must agree to the same contractual terms and conditions required of Health Net contracted providers, including payment terms.

Can I keep my doctor?

Health Net has replaced PacifiCare as one of LAUSD's HMO options. PacifiCare HMO will no longer be offered. Health Net's list of Primary Care Physicians (PCP) is a very close match with PacifiCare's so if your PCP is in the Health Net HMO network, you can continue and keep your doctor. The same holds true with your specialist who can be accessed through your PCP Medical Group selection. Be sure to read important enrollment information from LAUSD to enroll for your 2009 benefits.

1. Go to www.healthnet.com/lausd.
2. On the left navigation bar, select *Provider Search*.
3. Complete section 1. Under *Choose a Plan* select *HMO – Group*.
4. Select *Type of Provider*, enter your doctor's last name in Section 2 and click the red search button at the bottom of the page.

If you are currently enrolled in UCLA Medical Group you will not see your doctor using our Provider Search tool at www.healthnet.com/lausd. UCLA is only available to current patients. You may continue to use UCLA Medical Group but you must call Health Net at 800-654-9821 and confirm that you are a current patient.

5. Once your eligibility is received from LAUSD and updated in Health Net's systems, Health Net will review your Transition of Care application, obtain any missing information and make a decision usually within 8 business days. (There may be extenuating circumstances due to the holidays).
6. Health Net will contact you with our decision. If you do not agree with Health Net's decision, you may file an appeal with Health Net by contacting our Customer Contact Center at 1-800-654-9821 or by writing to Health Net directly.

Health Net – your partner in good health!

Important pharmacy information

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

PRESCRIPTION TRANSITION OF CARE PROGRAM

If you are new to Health Net HMO and have been using medication that Health Net requires “pre-approval” for coverage, you may be able to avoid having to go through the prior authorization process. Download a Prescription Transition form from www.healthnet.com/lausd or request one over the phone by calling the Health Net Customer Contact Center.

This form lists the most common medications that require pre-approval. Simply fill it out and mail or fax it to Health Net. In most cases an authorization will be added to the pharmacy system so your prescription will process without any delays.

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.

PHARMACY BENEFIT COPAYMENT OVERVIEW

At the District's request, your HMO pharmacy plan will be changing from a single-tier to a two-tier structure effective January 1st, 2009, as follows:

	TIER 1		TIER 2	
	GENERIC DRUGS ON THE HEALTH NET FORMULARY		BRAND-NAME DRUGS ON THE HEALTH NET FORMULARY	
Retail pharmacy (up to a 30-day supply)	\$5		\$7.50	
Mail Order pharmacy (90-day supply)	\$10		\$10	
Mandatory mail order program for maintenance medications	New provision effective January 1, 2009 – You are required to use mail order for any maintenance medication that you have already filled three (3) times at a retail pharmacy.			
Generic substitutions	If a brand-name drug (formulary or non-formulary) 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 whether the prescribing doctor notes “Dispense As Written,” “Do Not Substitute” or similar words, or you request a brand-name drug.			

Note that 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.

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.

FORMULARY MEDICATIONS

Each health plan has a formulary, or recommended drug list (RDL), which is a list of preferred medications. There are some differences between Health Net's formulary and PacifiCare's. This means that there may be instances where a medication you were taking under PacifiCare is not covered or covered at a higher or lower copayment under the Health Net pharmacy benefit.

Health Net has provided a list of alternatives to most of these non-covered medications. Talk to your doctor about using a medication on the Health Net formulary. If your doctor feels you must continue taking this medication, he or she will contact Health Net to request a prior authorization for the drug.



Refer to the **addendum** on page 8-9 for the Health Net alternative drug list. To see the complete Health Net Recommended Drug List, visit www.healthnet.com/lausd.

MAIL ORDER PHARMACY

Health Net is working with PacifiCare to transfer your mail order prescriptions that have refills, are less than 1 year old and are not controlled substance medications (for example, Vicodin, Codeine containing medications) to our mail order pharmacy administrator, Caremark.

To obtain an existing refill from Caremark mail order pharmacy you must fill out the Health Net/Caremark mail order form and mail to Caremark to establish your account. Call the Customer Contact Center to obtain the Health Net/Caremark mail order form.

TIP: When sending your refill request to Caremark, include the re-order slip from PacifiCare or a letter requesting a refill – be sure to include PacifiCare prescription number, your name, address, telephone number and Health Net ID number on the letter.

To ensure you can get the most efficient use of your mail order pharmacy benefit please keep the following key points in mind:

- Only use mail order for medications you have been using for a while (maintenance medications) A list of common maintenance medications can be found at www.healthnet.com/lausd.
- **You are required to use mail order for any maintenance medication that you have already filled 3 (three) times at a retail pharmacy.**
- Have your doctor write a 90 day supply for mail order with refills and a 30 day supply to fill at retail which will give you time to get your mail order prescription processed.
- Write your first and last name, member ID number, address, telephone number, and the words “Health Net” on the back of all new prescriptions.
- Always mail your new prescription along with a new mail order form.

FIND OUT HOW YOU OBTAIN SELF-INJECTABLE MEDICATION

Be proactive! Inquire who will provide your self-administered injectable medication. If you are new to Health Net and are using a self-administered medication, other than insulin, we want to make sure you receive your medication without delays. Self-administered medications on the list below are covered under your medical benefit rather than your pharmacy benefit.

Here is a list of the most common self-administered medications Health Net considers self-injectable medications.

SELF-ADMINISTERED INJECTABLE MEDICATIONS	
ARANESP	IMITREX
ARIXTRA	INTRON A
AVONEX	KINERET
BETASERON	LOVENOX*
BYETTA*	LUPRON DEPOT
CAVERJECT+	NEULASTA
COPAXONE	NEUPOGEN
ENBREL	PEGASYS
EPIPEN*	PEG-INTRON
EPIPEN JR.*	PROCRIT
EPOGEN	RAPTIVA
FORTEO	REBIF
FRAGMIN*	REMICADE
FUZEON	SEROSTIM
GLUCAGON *	SYMLIN
HUMIRA	TWINJECT*



Some medical groups have opted to provide their Health Net patients with self-administered injectables through their own pharmacy arrangements. Other medical groups have opted to have Health Net provide the self-administered medications. Call the customer contact center at 1-800-654-9821 to find out who will provide your medication.

- **If the medical group has opted to provide the medication:**

Prior to running out of medication, make an appointment to see your doctor and ask for a refill. Bring your injectable medication with you. Your doctor or your medical group will give you instructions on how to obtain the medication. In most cases, a specialty pharmacy will call you and arrange for delivery and collect any copayment due.

- **If Health Net is responsible to provide the medication:**

Prior to running out of medication, make an appointment to see your doctor and ask for a refill. Bring your injectable medication with you. Your doctor will call or fax a request to Health Net. Once approved by Health Net, someone from a Health Net contracted pharmacy will call you to arrange for delivery and collect any copayment due.

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

- 5 second testing
- 0.6 microliter sample size
- 150 quality checks
- Approved for alternate site testing

ACCU-CHEK COMPACT PLUS

- 5 second test results
- No strip handling – 17 strip pre-loaded drum
- Approved for alternate site testing
- No coding

FREESTYLE LITE

- 5 second testing
- 0.3 microliter sample size
- No coding
- Approved for alternate site testing

FREESTYLE FREEDOM

- 5 second testing
- 0.3 microliter sample size
- Approved for alternate site testing

PRECISION XTRA

- 5 second testing
- 0.6 microliter sample size
- Blood ketone testing

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 1st; 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.



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

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 POWERSM HEALTH IN BALANCE

Information, resources and support for every person, every stage of health

With Health Net, you get more than health care coverage. You get Decision Power.

Decision Power brings together under one roof the information, resources and personal support that fit you, your health and your life.

Whether you ...

- have a question
- want help with a specific health goal
- need treatment but want to understand all your options
- are living with illness

... **you choose how and when** to use the information, resources and support available.

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

Try it today!

Health Net members log on to www.healthnet.com or call us at toll-free at 1-800-893-5597 (TDD/TTY: 1-800-276-3821)



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 coaching and self-help tools. Phone coaching support is included so making lasting, healthy changes is easier.

Track your health progress and build a complete medical snapshot to have whenever you need it with a Personal Health Record.

Find support for any kind of mental health concern such as depression, alcohol use, eating disorders, etc. For additional clinical support, call a Decision Power Health Coach.

Be informed – access information resources, such as Healthwise® Knowledgebase, and online health encyclopedia; HEAR® Audio Library, which contains information on 355 health topics; and Health Crossroads® Web Modules, which explains the pros and cons of various treatments.

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

You can use Decision Power whenever you want and as much as you like. Because when it comes to your health, there's more than one right answer.

Addendum:

Health Net Preferred Prescription Drug Alternatives

NON-FORMULARY DRUG (PACIFICARE)	HEALTH NET FORMULARY ALTERNATIVE
ADDERALL XR	Methylphenidate SR (Ritalin SR), Dextroamphetamine SR (DEXEDRINE), Amphetamine Mixture (ADDERALL), CONCERTA
AGGRENOX	PLAVIX, Ticlopidine (TICLID)
ALLEGRA(-D)	CLARITIN, CLARITIN-D (AVAILABLE OTC - NOT COVERED)
ALORA	ESTRADERM, Estradiol Patches (CLIMARA), VIVELLE, VIVELLE-DOT
AMBIEN CR	Lorazepam (ATIVAN), Temazepam (RESTORIL), Flurazepam (DALMANE), Zolpidem (AMBIEN)
BD TEST STRIPS	ACCU-CHEK AVIVA, COMPACT, ACTIVE, FREESTYLE FLASH, FREEDOM, LITE, PRECISION XTRA TEST STRIPS
BECONASE AQ SUS 0.042%	NASONEX, Fluticasone (FLONASE), NASACORT AQ
BENZACLIN	Erythromycin Topical, Clindamycin Topical, Tretinoin (RETIN-A), RETIN A MICRO), DIFFERIN, DUAC, TAZORAC, Sulfacetamide/sulfur (SULFACET-R)
Betaxolol Tablets (KERLONE)	Atenolol (TENORMIN), Metoprolol (LOPRESSOR), Metoprolol XR (TOPROL XL), Nadolol (CORGRAD)
CARDENE SR	Nifedipine SR (ADALAT CC), Felodipine (PLENDIL), SULAR, Verapamil SA Tabs (CALAN SR), Amlodipine (NORVASC), Diltiazem (CARDIZEM, TIAZAC, DILACOR)
CLARINEX(-D)	CLARITIN, CLARITIN-D (AVAILABLE OTC - NOT COVERED)
COMBIVENT	Albuterol (PROVENTIL), PROVENTIL HFA PLUS ipratropium (ATROVENT)
CRESTOR	Simvastatin (ZOCOR), VYTORIN
CUTIVATE	Betamethasone Dip. (DIPROSONE), Betamethasone Val. (VALISONE), Fluocinolone (SYNALAR), Fluocinonide (LIDEX), Triamcinolone (KENALOG, ARISTOCORT)
DEMEDEX	Furosemide (LASIX), Bumetanide (BUMEX)
Desonide (DESOWEN)	Fluocinolone (SYNALAR), Aclometasone (ACLOVATE)
Diflunisal (DOLOBID)	Ibuprofen (MOTRIN), Etodolac Immediate Release (LODINE), Meloxicam (MOBIC), Naproxen (NAPROSYN), Oxaprozin (DAYPRO), Indomethacin (INDOCIN / INDOCIN SR), Sulindac (CLINORIL), Diclofenac (VOLTAREN), Piroxicam (FELDENE), Ketoprofen (ORUDIS), Tolmetin (TOLECTIN/TOLECTIN DS)
ENABLEX	Oxybutinin Immediate Release Tabs., DETROL, DETROL LA
ENTOCORT EC	Prednisone, Mesalamine (Rowasa, Asacol, Canasa)
FASTTAKE TEST STRIPS	ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACTIVE, FREESTYLE FLASH, FREESTYLE FREEDOM, FREESTYLE LITE, PRECISION XTRA TEST STRIPS
HUMABID LA	MUCINEX - OTC
Isradipine (DYNACIRC (CR))	Amlodipine (NORVASC), Nifedipine SR (ADALAT CC, PROCARDIA XL), Verapamil (CALAN), Verapamil SA (CALAN SR, ISOPTIN SR), Diltiazem (CARDIZEM), Diltiazem CD (CARDIZEM CD, DILACOR), Felodipine (PLENDIL)
LIPITOR	Lovastatin (MEVACOR), Pravastatin (PRAVACHOL), Simvastatin (ZOCOR), VYTORIN
LOCOID	Betamethasone Dip. (DIPROSONE), Betamethasone Val. (VALISONE), Fluocinolone (SYNALAR), ELOCON, Triamcinolone (KENALOG, ARISTOCORT)

NON-FORMULARY DRUG (PACIFICARE)	HEALTH NET FORMULARY ALTERNATIVE
LOPROX	Nystatin, Econazole (SPECTAZOLE), LAMISIL AT (OTC)
MARINOL	Odansetron (ZOFTRAN) TABLETS, metoclopramide, prochlorperazine, promethazine, trimethobenzamide,
MICARDIS	BENICAR, DIOVAN
MICARDIS HCT	BENICAR HCT, DIOVAN HCT
NASAREL	NASONEX, Fluticasone (FLONASE), VERAMYST
NOVOLIN	HUMULIN
NOVOLIN INJ 70/30	HUMULIN 70/30
NOVOLOG INJ 100/ML	HUMALOG
ONE TOUCH TEST STRIPS	ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACTIVE, FREESTYLE FLASH, FREESTYLE FREEDOM, FREESTYLE LITE, PRECISION XTRA TEST STRIPS
OPTIVAR DROPS	ALOMIDE, PATANAOL, PATADAY, ZADITOR (AVAILABLE OTC)
OXYTROL PATCHES	Oxybutynin Immediate Release Tablets, DETROL, DETROL LA
PRECISION SURE DOSE INSULIN SYRINGES	B-D INSULIN NEEDLES & SYRINGES
PREVACID	ACIPHEX, Omeprazole (PRILOSEC) 10 MG, 20MG
PROAIR HFA	USE PROVENTIL HFA
PROTONIX	ACIPHEX, Omeprazole (PRILOSEC) 10 MG, 20MG
RHINOCORT AQUA	NASONEX, Fluticasone (FLONASE), VERAMYST
RITALIN LA	Methylphenidate SR (Ritalin SR), Dextroamphetamine SR (DEXEDRINE), Amphetamine Mixture (ADDERALL), CONCERTA
SURESTEP TEST STRIPS	ACCU-CHEK AVIVA, ACCU-CHEK COMPACT PLUS, ACTIVE, FREESTYLE FLASH, FREESTYLE FREEDOM, FREESTYLE LITE, PRECISION XTRA TEST STRIPS
TRI-NASAL	NASACORT AQ, NASONEX, Fluticasone (FLONASE), VERAMYST
ULTRACET TABLET	Tramadol (ULTRAM) PLUS Acetaminophen (TYLENOL)
VERELAN	Nifedipine SR (ADALAT CC), Felodipine (PLENDIL), SULAR, Verapamil SA Tabs (CALAN SR), Amlodipine (NORVASC), Diltiazem (CARDIZEM, TIAZAC, DILACOR)
VESICARE	Oxybutynin Immediate Release Tablets, DETROL, DETROL LA
VICOPROFEN	Hydrocodone PLUS Acetaminophen (VICODIN, LORTAB) PLUS Ibuprofen (MOTRIN)
VOLTAREN-XR	Ibuprofen (MOTRIN), Meloxicam (MOBIC), Naproxen (NAPROSYN), Etodolac (LODINE), Oxaprozin (DAYPRO), Sulindac (CLINORIL), Diclofenac (VOLTAREN), Piroxicam (FELDENE), Ketoprofen (ORUDIS)
ZEGERID	ACIPHEX, Omeprazole (PRILOSEC) 10 MG, 20MG
ZOMIG TABLETS	AMERGE, IMITREX
ZOMIG SPRAY	IMITREX NASAL SPRAY



HEALTH NET IS HERE FOR YOU!

CALL US WITH QUESTIONS

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 a.m. – 6 p.m. PST

Additional Contact Numbers:

1-800-331-1777 (Spanish)

1-877-891-9053 (Mandarin)

1-877-891-9050 (Cantonese)

1-877-339-8596 (Korean)

1-877-891-9051 (Tagalog)

1-877-339-8621 (Vietnamese)

Telecommunications Device

for the Hearing and Speech Impaired:

1-800-995-0852

Or send an e-mail by going to www.healthnet.com/lausd, and clicking "Contact Us".

Health Net

Post Office Box 9103

Van Nuys, California 91409-9103

Health Net – your partner in good health!

Decision PowerSM is not part of Health Net's medical benefit plans or affiliated with Health Net's provider network. This program provide access to additional resources and services free of charge to enrollees of Health Net of California, Inc. Decision Power services, including Health Coaches, are additional resources that Health Net makes available to enrollees of Health Net of California. The Decision Power program may be revised or withdrawn in part or in whole at any time without notice.

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