



Health Net Seniority Plus Amber I/II (HMO SNP), Jade (HMO SNP) and Gold Select (HMO) plans

Getting you where you need to be

Herminia
Escobedo
Health Net

Routine transportation benefit

Health Net of California is pleased to offer you a routine transportation benefit. We have partnered with a leading transportation management company to provide this service. Their extensive network and quality assurance practices will ensure that you receive top-notch transportation services.

The number of rides in your routine (non-emergency) transportation benefit is 48 one-way trips per calendar year for Jade / Amber I / Gold Select members and unlimited one-way trips per calendar year for Amber II members to locations as described in your Evidence of Coverage (EOC). Routine transportation under this benefit is available to you 24 hours a day, 7 days a week. (In an emergency situation, go to the nearest emergency facility or call 911, in which case your Medicare-covered ambulance benefit would apply.)



Scheduling
appointments
is easy!

Scheduling appointments

Simply call the Health Net Transportation Department toll-free at 1-866-779-5165 (TTY/TDD 1-800-929-9955 / National Relay 711 for the hearing and speech impaired), 24 hours a day, 7 days a week. Dedicated transportation representatives will assist you in scheduling your routine transportation services. We ask that you request rides 24 hours in advance (48 hours for wheelchair vans). You can also call this number to check the status or confirm the estimated arrival time of your ride.

(continued)

Detach here and carry with you!



Health Net

Health Net[®]
MEDICARE PROGRAMS

Transportation Department

1-866-779-5165 (TTY/TDD 1-800-929-9955 for the hearing and speech impaired), 24 hours a day, 7 days a week.

Transportation should be requested 24 hours in advance (48 hours for wheelchair vans).

Status or confirmation of estimated arrival time can be verified by calling "Where's My Ride?" toll-free at 1-866-779-5229.

Important information

We are proud to offer non-emergent transportation to your medical appointments. Please note this important information, which may affect you:

- **Share-A-Ride:** In some cases, you may be sharing a ride in the same vehicle as other passengers who may have an appointment at a time and/or destination similar to yours. We hope you enjoy and take the opportunity to meet other people in your area.

We are confident that you will be pleased with the routine transportation benefit under your Health Net Amber I/II or Jade or Gold Select plan.

If you have any questions, please call Member Services at 1-800-431-9007 for Health Net Amber I/II / Jade and 1-800-275-4737 for Health Net Gold Select (TTY/TDD 1-800-929-9955 for the hearing and speech impaired), 8:00 a.m. to 8:00 p.m., seven days a week.

Health Net is a Coordinated Care plan with a Medicare Advantage contract and a contract with the California Medicaid Program. Health Net is a Medicare Advantage organization with a Medicare contract. This contract is renewed annually, and availability of coverage beyond the end of the contract year is not guaranteed. This plan may not be available to Medicare beneficiaries in the following contract year because, by law, plan sponsors, like Health Net, can choose not to renew their contract with CMS, or they can reduce their service area, and CMS may also refuse to renew the contract, thus resulting in a termination or non-renewal. The Health Net Seniority Plus Amber I/II plan is available to persons who have both Medicare Part A and Part B and who are also eligible for Medicaid. The Health Net Jade plan is available to all people with Medicare who have congestive/chronic heart failure (CHF) and/or diabetes/cardiovascular lung disorders.

The benefit information provided herein is a brief summary, not a complete description of benefits. For more information, contact the plan. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1 of each year. Members must continue to pay their Medicare Part B premium. Note: The state will cover the Part B premium for members enrolled in a full-benefit, Dual Eligible Special Needs Plan (SNP) as long as the members maintain their state Medicaid and SNP eligibility requirements. Limitations, copayments, and restrictions may apply. Members must continue to use contracted providers for routine care. Benefits may vary by plan.

This information is available for free in other languages. Please contact our customer service number at 1-800-275-4737. TTY/TDD users should call 1-800-929-9955. Hours are 8:00 a.m. to 8:00 p.m., seven days a week.

Esta información está disponible en forma gratuita en otros idiomas. Comuníquese con el número de nuestro servicio al cliente al 1-800 275-4737. Los usuarios de TTY/TDD deben llamar al 1-800-929-9955. El horario de atención es de 8:00 a.m. a 8:00 p.m., los siete días de la semana.

本資訊備有其他語言版本，可免費提供。請聯絡我們的客戶服務部，電話 1-800-275-4737。聽障專線使用者請撥 1-800-929-9955。每週七天，每天上午 8:00 到下午 8:00 均提供服務。

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Amber I/II / Jade / Gold Select Member Services
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and speech impaired) 8:00 a.m. to 8:00 p.m., seven days a week.