



Herminia  
Escobedo  
Health Net

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

*Getting you where you need to be*

## *Routine transportation benefit*

Health Net of California is pleased to offer you a routine (non-emergency) 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 transportation benefit is 36 one-way trips per calendar year for Gold Select members, 48 one-way trips per calendar year for Amber I members, and unlimited one-way trips per calendar year for Amber II and Jade 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 711 National Relay Service), 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<sup>®</sup>  
MEDICARE PROGRAMS

## Transportation Department

1-866-779-5165 (TTY/TDD 711 National Relay Service),  
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-emergency transportation to your medical appointments for covered benefits that are Medically Necessary and received from contracted plan providers and facilities or as authorized by Health Net. Please note this important information, which may affect you:

- Health Net transportation determines the transportation provider that will be used based on the nature of the appointment, when the medical service was arranged and availability of transportation resources. Transportation providers may vary and cannot be guaranteed.
- **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, Amber II, Jade or Gold Select plan.

**If you have any questions, please call Member Services at 1-800-431-9007 for Health Net Amber I and Amber II, and 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 of California, Inc. has a contract with Medicare and the California state Medicaid program to offer HMO and HMO-SNP plans. Enrollment in a Health Net Medicare Advantage plan depends on the renewal of these contracts. Health Net has a contract with Medicare to offer HMO and HMO SNP plans. 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 live in the service area and have chronic heart failure (CHF), diabetes and/or cardiovascular 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, provider network, premium and/or co-payments/co-insurance 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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## MEDICARE PROGRAMS

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