

Quick Reference Guide

Information at your fingertips

Health Net Medicare Advantage Member Services

1-800-977-7522 (TTY: 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 federal holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.

- Eligibility (medical, dental, vision, complementary care, Part D)
- Prescription drug benefit questions, TROOP (true out-of-pocket) balances, participating pharmacies
- Benefits, claim status, premium billing, ID card, participating provider information
- Medical claims address:
Health Net of Arizona, Inc.
PO Box 14730, Lexington, KY
40512-4730

Health Net Medicare Advantage Pharmacy Services

1-800-977-7522 (TTY: 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 federal holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.

- Member-initiated prior authorization and tier exception requests
- Pharmacy claims address:
Health Net, Attn: Pharmacy Claims
PO Box 419069, Rancho Cordova, CA
95741-9069

Health Net Complementary Care – American Specialty Health Group, Inc. (ASH Networks)

1-800-678-9133 (TTY/TDD: 1-877-710-2746) Monday through Friday, 5:00 a.m. to 6:00 p.m. Pacific time (PT), except holidays
www.ASHLink.com

- Member services and claims status regarding complementary care (chiropractic and acupuncture services)
- ASH Networks claims address:
Claims Administration,
American Specialty Health, Inc.
PO Box 509002, San Diego, CA
92150-9002

Silver&Fit[®] Fitness Program

1-877-427-4788 (TTY/TDD: 1-877-710-2746) Monday through Friday, 5:00 a.m. to 6:00 p.m. PT
www.silverandfit.com

- To find a participating fitness club near you or to verify eligibility.
- You must be a member in a Health Net Medicare Advantage (MA) plan in order to participate in the Silver&Fit Program. The Silver&Fit Program is offered with Health Net MA plans in Cochise, Maricopa, Pima, Pinal, and Santa Cruz counties. Silver&Fit is a registered mark of American Specialty Health Networks, Inc.

(continued)



Christine Webster
Health Net



Visit **www.healthnet.com/medicare** and register for an online member account. This lets you access your plan information and manage your account preferences.

Health Net Dental

1-866-249-4435 (TTY: 711)
Monday through Friday, 8:00 a.m. to 11:00 p.m. Eastern time (ET), except holidays
www.healthnet.com

- Dental member services, including dental benefits, dental claim status
- Dental claims address:
Health Net Dental
PO Box 30567, Salt Lake City, UT
84130-0567

Health Net Vision

1-866-392-6058 (TTY: 711)
Monday through Saturday, 4:30 a.m. to 8:00 p.m. and Sunday, 8:00 a.m. to 5:00 p.m. PT, except holidays
www.healthnet.com

- Vision member services, including routine vision benefits, vision claims status
- Health Net Vision claims address:
Health Net Vision
PO Box 8504, Mason, OH
45040-7111

Managed Health Network (MHN)

1-800-977-0281 (TTY: 711), Monday through Friday, 8:00 a.m. to 6:00 p.m., PT. Emergency Services 24 hours a day, seven days a week

- Mental health and chemical dependency services
- MHN claims address:
MHN Claims Department
PO Box 14621, Lexington, KY
40512-4621

Some in-network benefits have prior authorization requirements that must be met to receive the benefits. If you have questions regarding prior authorization requirements, please refer to your *Evidence of Coverage* or contact Health Net's Member Services Department at 1-800-977-7522 (TTY: 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 federal holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.

The contracted partners listed provide services for Health Net.

This information is available for free in other languages. Please call our customer services number at 1-800-977-7522 (TTY: 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 federal holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays.

Health Net of Arizona, Inc. has a contract with Medicare to offer HMO and HMO SNP coordinated care plans. Health Net of Arizona, Inc. has a contract with Medicare and the State of Arizona to offer HMO SNP coordinated care plans. Enrollment in a Health Net Medicare Advantage plan depends on the renewal of these contracts. Health Net of Arizona, Inc. and Health Net Community Solutions of Arizona, Inc. are subsidiaries of Health Net, Inc. Managed Health Network, Inc. (MHN) is a subsidiary of Health Net, Inc. The MHN family of companies includes Managed Health Network, MHN Services and MHN Government Services. Health Net and Managed Health Network are registered service marks of Health Net, Inc. or its affiliates. All rights reserved.

Health Net complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Net does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health Net:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters and information written in other languages

If you need these services, contact Health Net's Customer Contact Center at 1-800-977-7522 (TTY: 711), 8:00 a.m. to 8:00 p.m. Mountain time, seven days a week.

If you believe that Health Net has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; Health Net's Customer Contact Center is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, (TDD): 1-800-537-7697.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Multi-Language Insert

Multi-language Interpreter Services

English:

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-977-7522 (TTY: 711).

Spanish:

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-977-7522 (TTY: 711).

Navajo:

Díí baa akó nínízin: Díí saad bee yánilti'go **Diné Bizaad**, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojì' hódíílnih 1-800-977-7522 (TTY: 711).

Chinese:

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-977-7522 (TTY: 711)。

Vietnamese:

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-977-7522 (TTY: 711).

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-977-7522 (رقم هاتف الصم والبكم: 711).

Tagalog:

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-977-7522 (TTY: 711).

Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-977-7522 (TTY: 711) 번으로 전화해 주십시오.

French:

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-977-7522 (ATS :711).

