



Karen Boyd
Health Net

2018 California Quick Reference Guide

Information at your fingertips

Health Net Member Services

Health Net Seniority Plus Green (HMO), Health Net Healthy Heart (HMO), Health Net Seniority Plus Ruby (HMO), Health Net Ruby Select (HMO), and Health Net Gold Select (HMO) members call **1-800-275-4737 (TTY: 711)**. From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. A messaging system is used after hours, weekends, and on federal holidays.



Visit <https://ca.healthnetadvantage.com> and register for an online member account. This lets you access your plan information and manage your account preferences.

Health Net Jade (HMO SNP), Health Net Seniority Plus Amber I (HMO SNP), Health Net Seniority Plus Amber II (HMO SNP), Health Net Seniority Plus Amber II Premier (HMO SNP), Health Net Seniority Plus Sapphire (HMO), and Health Net Seniority Plus Sapphire Premier (HMO) members call **1-800-431-9007 (TTY: 711)**. From October 1 to February 14, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. From February 15 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Decision Power[®]

1-800-893-5597 (TTY: 711), 24 hours a day, seven days a week.

Mental Health Care and Substance Abuse Services (Provided by MHN)

1-800-646-5610 (TTY: 711)

General/Standard inquiries: Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time (PT).

Licensed clinicians/Emergency: 24 hours a day, seven days a week.

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For Health Net Medicare Advantage plans that include or offer additional supplemental benefits!

Health Net Dental

1-866-249-2382 (TTY: 711), Monday through Friday, 5:00 a.m. to 8:00 p.m. PT, excluding holidays. <https://ca.healthnetadvantage.com>

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 major holidays.

Chiropractic and Acupuncture Services (Provided by American Specialty Health Plans of California, Inc.)

1-800-678-9133 (TTY: 711), Monday through Friday, 5:00 a.m. to 6:00 p.m. PT, excluding holidays.

Silver&Fit® Fitness Program¹

1-888-797-7757 (TTY: 711), Monday through Friday, 5:00 a.m. to 6:00 p.m. PT, excluding holidays. www.SilverandFit.com

Hearing Care Solutions

1-866-344-7756 (TTY: 711), Monday through Friday, 5:00 a.m. to 5:00 p.m. PT, except major holidays.

Health Net Transportation Services

Routine transportation: 1-866-779-5165, Where's My Ride: 1-866-779-5229 (TTY: 1-866-288-3133), Monday through Friday, 7:00 a.m. to 6:00 p.m. PT, except major holidays.

Where's My Ride and urgent transportation/discharges: 24/7/365

¹Silver&Fit® is a trademark of American Specialty Health, Incorporated.

This information is available for free in other languages. Please call our customer service number at 1-800-275-4737 (TTY: 711) (Green, Healthy Heart, Ruby, Gold) or 1-800-431-9007 (TTY: 711) (Jade, Amber, Sapphire). From October 1 to February 14, our office hours are 8:00 a.m. to 8:00 p.m. PT, seven days a week; February 15 to September 30: Monday through Friday, 8:00 a.m. to 8:00 p.m. PT. Calls handled by automated phone system on weekends and holidays.

Health Net has a Medicare contract to offer HMO and HMO SNP plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal.

