

Ways to access your Provider and Pharmacy Directories



This document contains important information you need to know about how to access or receive your provider and/or pharmacy directory.

How can I get my provider and/or pharmacy directory?

If you need help finding a network provider and/or a pharmacy directory, please call Member Services Department at:

- Arizona: 1-800-977-7522
- California: (HMO) 1-800-275-4737, (PPO) 1-800-960-4638, (HMO SNP) 1-800-431-9007,
- Oregon/Washington: 1-888-445-8913
(TTY users should call 711)

or, visit www.healthnet.com to access our online directory. If you would like a provider and/or a pharmacy directory, as applicable, mailed to you, you may call the number above, or request one at the website link provided above.

How can I find my provider and/or pharmacy directory online?

You can always access our online provider and pharmacy directories securely from www.healthnet.com. Select Contact Us, I'm a Member. Complete the online form and select *I want to request a Provider/Pharmacy directory* from the drop down menu.

If you want a simple way to find a doctor in our network, look no further than www.healthnet.com. Our online provider directory, ProviderSearch, helps reduce administrative and environmental waste. To search our listing of participating health care providers, including doctors, hospitals and urgent care facilities, simply log on to www.healthnet.com and select *ProviderSearch*.

To find a pharmacy online, go to www.healthnet.com/medicare and at the bottom of the page select *Find a Pharmacy*. Find your plan name and click on the link to search for a network pharmacy. Your plan name is on your Health Net Member ID card.

Electronic directory updates

You can choose to receive all your future provider and pharmacy directory updates electronically rather than in hard-copy format.

- Simply visit www.healthnet.com, click *Log In*, then *Profile*, then *Delivery Preferences*.
- Then select *Annual Directory*, select *Online*, then *Submit*.

You will receive an email notification with a secure link to log on to www.healthnet.com to view your updated directories online as they become available.

This information is available for free in other languages. Please call our Member Service number at Arizona: 1-800-977-7522, California: (HMO) 1-800-275-4737, (PPO) 1-800-960-4638, (HMO SNP) 1-800-431-9007, Oregon/Washington: 1-888-445-8913. From October 1 through February 14, our office hours are 8:00 a.m. to 8:00 p.m., 7 days a week, excluding certain holidays. However, after February 14, your call will be handled by our automated phone system on weekends and certain holidays. TTY users should call 711.

Esta información está disponible en forma gratuita en otros idiomas. Comuníquese con el número de nuestro Departamento de Servicios al Afiliado al Arizona: 1-800-977-7522, California: (HMO) 1-800-275-4737, (PPO) 1-800-960-4638, (HMO SNP) 1-800-431-9007, Oregon/Washington: 1-888-445-8913. Desde el 1 de octubre hasta el 14 de febrero, nuestro horario de atención es de 8:00 a.m. a 8:00 p.m., los 7 días de la semana, excepto ciertos días feriados. Sin embargo, después del 14 de febrero, su llamada será atendida por nuestro sistema automático de teléfono durante los fines de semana y en ciertos días feriados.. Los usuarios de TTY deben llamar al 711.

本資訊備有其他語言版本，可免費提供。請致電我們的客戶服務電話，Arizona : 1-800-977-7522 ; California : (HMO) 1-800-275-4737、(PPO) 1-800-960-4638、(HMO SNP) 1-800-431-9007、Oregon / Washington : 1-888-445-8913。從10月1日到2月14日期間，我們每週7天，每天上午8:00到下午8:00間提供服務(不含特定假日)。但於2月14日後，週末及特定假日將由本公司自動電話系統為您服務。聽障專線使用者請撥711。

The pharmacy network and/or provider network may change at any time. You will receive notice when necessary.

Health Net has a contract with Medicare to offer HMO, PPO, HMO SNP coordinated care plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal.

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