



Continuity of Care Request Form

Medi-Cal Plan: 1-818-676-6654 (fax) or
1-818-676-5161 (fax)

Cal MediConnect Plan: 1-866-922-0783 (fax)

Today's date: _____

Form must be completed fully to avoid a processing delay. Please print.

Patient's name (last, first, MI):	Patient's call-back number:	Health Net ID #:
Patient's address (street, city, ZIP):		
Patient's assigned primary care physician:	Patient's date of birth (mm/dd/yyyy):	

You may be able to keep seeing your non-Health Net doctor. We will review your request based on your coverage for Continuity of Care benefits.

Name of physician the patient is requesting to continue services with:		
Physician's address (street, city, ZIP):		
Physician's telephone number: ()		
Next scheduled appointment date:	Reason for appointment:	
Is the requested physician contracted with Health Net? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is the requested physician contracted with the assigned medical group? <input type="checkbox"/> Yes <input type="checkbox"/> No	Has the patient been seen by the physician at least once in the past 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Please tell us why the patient wants help with his or her current medical care. Write down the type(s) of service(s) he or she is asking for.</i>		
Patient's signature or the name of the Health Net representative taking the request:		
Patient's diagnosis:	Patient's CPT code:	

Patients may ask their doctor to fill in their information. Complete the form and return it to Health Net.

Mailing address:

Health Net – Coordination of Care Unit
PO Box 10422, Van Nuys, CA 91410-0422

Fax #:

Medi-Cal: 1-818-676-6654 or 1-818-676-5161
Cal MediConnect: 1-866-922-0783

If you have any questions, please call Health Net's Member Services Department at:

Cal MediConnect: Los Angeles 1-855-464-3571

San Diego: 1-855-464-3572

Medi-Cal: 1-800-675-6110

TTY: All TTY users call 711

For more information, visit www.healthnet.com.

Health Net Community Solutions, Inc. is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC. Health Net is a registered service mark of Health Net, LLC. All rights reserved.

FRM009845EC00 (9/16)

English: If you, or someone you're helping, has questions about Health Net Community Solutions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-675-6110 (TTY: 711).

Arabic: Health Net Community Solutions ن ع تاراسفتسا ةيأ هءعاست ام صخش وأ كءيدل ناك اذا
مقرلا ىلع ل صتا ، يروف مءرتم ىل شءءلل .مءانأ كءءل عمول عم او هءعاسملا يءل قءل كءي
)TTY: 711(1-800-675-6110

Armenian: Եթե դուք կամ որևէ մեկը, ում դուք օգնում եք, հարցեր ունեք Health Net Community Solutions-ի մասին, դուք իրավունք ունեք ստանալ օգնություն և
ձեր լեզվով անվճար տեղեկություններ: Թարգմանչի հետ խոսելու համար զանգահարեք 1-800-675-6110 հեռախոսահամարով (TTY: 711)

Cambodian (Khmer): ប្រសិនបើសំណើអ្នក ឬសំណើអ្នក កំពុងសំណើអ្នកកំពុងជួយ របស់អ្នក Health Net
Community Solutions សំណើអ្នក សន្និដ្ឋានទទួលបានជំនួយ និងព័ត៌មានសាស្ត្រសំណើអ្នក យោងតាមការណែនាំ
លើមេឃុំ សាជាថ្មី អាចអ្នកស្រាវជ្រាវ សូមទូរស័ព្ទលេខ 1-800-675-6110 (TTY: 711)។

Chinese (Traditional): 如果您或您協助的人士對 Health Net Community Solutions 有疑問，您有權免費取得以您的語言提供的協助及資訊。如欲取得口譯員協助，請致電 1-800-675-6110 (TTY: 711)。

Hindi: यदि आप, या कोई व्यक्ति जिसकी आप मद्ति कर रहे हैं, के Health Net Community Solutions (स्वास्थ्य नेट सामुदायिक समाधान) के बारे में प्रश्न हैं, तो आपको अपनी भाषा में य:शुल्क मद्ति प्राप्त करने और जानकारी प्राप्त करने का अयधकार है। एक अनुक से बात करने के िए, 1-800-675-6110 (TTY: 711) पर कॉल करें।

Hmong (White): Yog koj, lossis lwm tus koj pab, muaj lus nug txog Health Net Community Solutions, koj muaj txoj cai tau kev pab thiab ntaub ntauw ua koj hom lus tsis muaj nqi them. Xav nrog ib tug neeg txhais lus, hu 1-800-675-6110 (TTY: 711).

Japanese: あなたご自身またはあなたが援助している方がHealth Net Community Solutionsに関する質問をお持ちの場合、あなたには無料で日本語によるサポート と情報を得る権利があります。通訳とお話になるには、1-800-675-6110 (TTY : 711) までお電話ください。

Korean: 귀하 또는 귀하가 도와드리고 있는 분이 Health Net Community Solutions에 관한 질문이 있을 경우, 귀하에게는 무료로 본인이 구사하는 언어로 도움과 정보를 받을 권리가 있습니다. 통역사와 통화하려면 1-800-675-6110 (TTY: 711) 번으로 전화해 주십시오.

Laotian: ຖ້າທ່ານ ຫຼື ຜູ້ໃດໜຶ່ງທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອມີອຳນາດກ່ຽວກັບ Health Net Community Solutions, ທ່ານມີສິດໃນການຮັບການຊ່ວຍເຫຼືອ ແລະ ຮັບຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆ. ລົມກັບລ່າມພາສາ, ໂທ 1-800-675-6110 (TTY: 711)

Persian (Farsi): زبان خويشتان اگر شما یا شخصى كه به وى كمك مى كنيد، سؤالش در مورد Health Net Community Solutions داريد، شما حق داريد كه كمك و اطالعات را به و به طور رایگان دریافت كنيد. برای گفتگو با مترجم شادهی، با شماره)TTY:711(1-800-675-6110 تماس بگیرید.

Punjabi (Punjabi): ਜੇ ਤੁਹਾਡੇ, ਜਾਂ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ, ਜਿਸਦੀ ਤੁਸੀਂ ਮਦਦ ਕਰ ਰਹੇ ਹੋ, ਦੇ HealthNet Community Solutions (ਹੈਲਥ ਨੈਟ ਸਾਮੂਹਿਕ ਸਮਾਧਾਨ) ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹਨ, ਤਾਂ ਤੁਹਾਨੂੰ ਸੁਝਾਵਾਂ ਵੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਪ੍ਰਾਪਤ ਕਰਨ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਹੱਕ ਹੈ। ਇੱਕ ਦੁਆਰਾ ਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ 1-800-675-6110 (TTY: 711) 'ਤੇ ਫੋਨ ਕਰੋ।

Russian: Если у Вас или у кого-то, кому Вы помогаете, есть вопросы о плане Health Net Community Solutions, Вы имеет право бесплатно получить необходимые сведения в переводе на Ваш язык. Для того чтобы воспользоваться помощью устного переводчика, позвоните по телефону 1-800-675-6110 (TTY: 711).

Spanish: Si usted, o alguna persona a la que asiste, tiene preguntas sobre Health Net Community Solutions, tiene derecho a obtener ayuda e información en su idioma sin cargo. Para hablar con un intérprete, llame al 1-800-675-6110 (TTY: 711).

Tagalog: Kung ikaw o ang isang taong tinutulungan mo ay mayroong mga tanong tungkol sa Health Net Community Solutions, mayroon kang karapatang makakuha ng tulong at impormasyon na nasa wika mo nang walang babayaran. Para makipag-usap sa isang interpreter, tumawag sa 1-800-675-6110 (TTY: 711).

Thai: หากคุณ หรือคนที่คุณก ั้งให้ความช่วยเหลือ มีค ถามเกี่ยวกับ Health Net Community Solutions คุณมีสิทธิที่จะขอรับความช่วยเหลือและข้อมูลเป็นภาษาของคุณได้โดยไม่มีค่าใช้จ่าย หากต้องการคุยกับล่าม โทร 1-800-675-6110 (TTY: 711)

Vietnamese: Nếu quý vị, hoặc một người nào đó quý vị đang giúp đỡ, có thắc mắc về Health Net Community Solutions, quý vị có quyền nhận được trợ giúp và thông tin bằng ngôn ngữ của quý vị miễn phí. Để trao đổi với phiên dịch viên, hãy gọi số 1-800-675-6110 (TTY: 711).

Nondiscrimination Notice

Health Net complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, 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 1-800-675-6110 (TTY: 711).

If you believe that Health Net has failed to provide these services or discriminated in another way, 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) if there is a concern of discrimination based on race, color, national origin, age, disability, or sex.

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