

# Health Net News

Winter 2013

## Health Net's Nurse24<sup>SM</sup> Triage & Screening Line

When you are sick and can't reach your doctor, such as on the weekend or when your doctor's office is closed, you can call Member Services to get help. Just call Member Services at the number on the back of your ID card. During normal business hours (8:00 a.m.–6:00 p.m. local time), ask the Member Services representative for Triage & Screening services, and you'll be connected to a health care professional (a doctor, nurse or other medical professional, depending on your need) who can help you. After business hours, call Member Services at the number on the back of your ID card and select the Triage & Screening option to reach these services.

A health professional will evaluate your health concerns and help decide if your condition is urgent or if you can wait to see your doctor during normal business hours.

When you reach the Triage & Screening line, you can:

- Get information to help you decide if you need to go to an urgent care center.
- Find out if you can wait to see your doctor during normal business hours.

- Discuss your health problems and treatment options.
- Receive tips to help you feel better at home when you are sick.
- Learn about your medications and health needs.
- Prepare for your next doctor's appointment.

If you think you need help with a behavioral health or substance abuse issue, call the related toll-free number on the back of your Health Net ID card. Most Health Net members will need to select the Managed Health Network (MHN) prompt. This service is available 24 hours a day, 7 days a week. When you call, we will:

- Answer any questions you have about your behavioral health and substance abuse benefits.
- Assess your referral needs over the telephone.
- Provide crisis intervention if needed.
- Help you get an appointment.

If you think you have a life-threatening emergency, call 911 or go immediately to the closest emergency room.



### Stories Inside:

**3** *Have a healthy pregnancy*

**6** *Select quality providers online*

**14** *Antibiotics: Get smart!*



Health Net<sup>®</sup>

# New CareAlerts for Members: Your Health Matters

**Herminia Escobedo,**  
Health Net  
*We get members  
the support they need.*



Health Net knows how important it is for you to get the care you need at the time you need it. That's why we've started a new program called CareAlerts. These are alerts you may get in the mail, to help to remind you to talk with your doctor about possible gaps in care. You won't have to sign up to join the program; if you're a Health Net member, you are already enrolled. Our goal is to help you manage your health and stay healthy.

We'll be sending CareAlerts for several health-related issues, such as:

- **Rx adherence & safety:** Continued medication usage for maintenance drugs; early discontinuation of maintenance drugs; duplicate therapy, when the same condition is treated with different medications; and drug interactions and drug-disease interactions.
- **Prevention:** Preventive screening tests, immunizations and doctor follow-up visits.
- **Care gaps:** Gaps in care needed for chronic conditions, such as medication therapies or biometric monitoring goals.
- **Rx:** Age-inappropriate therapy, as some medications have a higher risk for the elderly.

CareAlerts are personalized suggestions that you and your doctor may consider to improve your health. All of the alerts are based on nationally recognized treatment guidelines. You may receive a CareAlert in the mail, if our records suggest that there may be a gap in your care that you should discuss with your doctor. We understand that only you and your doctor have all of the information needed to make decisions about your health. We recommend that you share any CareAlerts with your doctor.

If you receive a CareAlert about something that you've already taken action on, we still suggest that you talk with your doctor to find out if any other action is needed. If you believe that you have received a CareAlert in error, simply call us at **1-800-893-5597**.

If you have questions about our new CareAlert program, please call **1-800-893-5597**.

# Decision Power<sup>®</sup> Healthy Pregnancy Program

Mothers-to-be are invited to enroll in Health Net's new maternity program. This no-cost program gives moms useful tools and tips to help make healthy choices throughout pregnancy. Healthy choices make for a healthier baby.

## Enrolled members can call maternity nurses anytime

You can begin to use BabyLine<sup>®</sup> as soon as you are registered with Decision Power<sup>®</sup> Healthy Pregnancy. It takes only a few minutes. This toll-free phone line is open 24 hours a day, 7 days a week. You can speak with a maternity nurse, who will answer any questions you may have – even on weekends! Just call **1-855-870-BABY (1-855-870-2229)**.

You can also chat with a nurse online. This allows you to connect directly with an OB expert through secure instant messaging. We have clinicians standing by to support your health Monday through Friday, 5:00 a.m.–11:00 p.m. Pacific time.

## It's personalized to meet your needs

We understand that each pregnancy is unique. Our goal is to help you better understand and manage *your* pregnancy. During the program, you will complete three assessments. The answers you provide let us know how we can help you.



If you have special needs, a maternity nurse will contact you. The nurse works with you and your doctor to make sure you get the support you need.

## You will receive a book on pregnancy at no cost

To thank you for enrolling, you will receive a book, *Your Journey Through Pregnancy*. It provides information on wellness, nutrition, high-risk conditions, and the delivery of your baby. You can also access the book content online (it's easy to search) in both English and Spanish. You will also receive a gift card if you enroll within the first trimester of your pregnancy (13 weeks' gestation).

## It's easy to get started!

Getting started is simple. Call **1-855-870-2229** to complete your initial assessment. You can then go back to the Healthy Pregnancy section of the Health Net website to check out the results. You'll also be able to see helpful pregnancy information chosen just for you!



# *Decision Power*<sup>®</sup> Wellness Solutions at Your Fingertips

Our web-based wellness solutions are designed to provide you with the programs and tools to reduce your health risks and achieve lasting health behavior.

messaging chat capabilities, and health content and resources. Online interaction between you and your clinician means you get real-time access to personalized health content anytime, anywhere.

## **Healthy living programs**

These online behavior-change programs are six weeks long and offer personalized, actionable information tailored to each individual. Programs focus on healthy weight, tobacco cessation, physical activity, healthy eating, and managing stress. Your program may also include personalized meal plans, fitness tools and tips to reduce stress.

## **Complimentary workbook**

To help you learn what to expect after you enroll in the health coaching program, you will receive a health coaching workbook that includes goal-setting resources, worksheets and tools that promote healthy behavior change.

## **Programs for your specific needs**

Health Net recognizes that no two individuals have the same learning style or health goals. That's why these programs are tailored to each person's values, preferences and readiness to change his or her health behaviors. Our goal is to provide you with the tools, knowledge and skill set to achieve your short-term and long-term health goals.

## **Health coaching**

Our program utilizes a primary coach model that helps you identify your motivators for change as well as identify and overcome barriers. Clinicians work closely with you to develop a personalized action plan with specific, incremental goals, teaching you how to incorporate positive behaviors in your daily life and improve your confidence to sustain long-term behavior change.

## **It's easy to get started!**

To access any of the online wellness programs and resources, log on to [www.healthnet.com](http://www.healthnet.com).

Our integrated online portal hosts the program's secure email and instant



**Michael McClusky, RPh,**  
**Health Net**

*We help members get the most from their benefits.*

# What You Can Do Online at [www.healthnet.com](http://www.healthnet.com)



Do you use the Health Net website? It's a great resource that makes it easy for you to quickly find and do more online. Here are some of the things available when you log on:

- **My Medical Benefits.** Review and print a copy of your Certificate of Insurance or Evidence of Coverage (which include your Member Rights & Responsibilities), get help with out-of-network benefits, or even request a second opinion with an online authorization form.
- **My Pharmacy Benefits.** See pharmacy benefits, manage your prescriptions, get mail-order forms, research drug info, find a pharmacy, and download pharmacy-related forms.
- **My Claims.** Submit and track the status of medical claims and prescription history, and view or begin a Reimbursement Request.
- **Doctor & Hospital Information.** Find a doctor (or specialist) or hospital, compare medical groups or hospitals, or locate a supplemental plan provider (such as behavioral health, dental, vision, or alternative care). Under this button, you can also select *Other Search Tools*, which includes the *Compare Hospitals* link. This lets you get easy-to-understand information based on hospital treatment outcomes, number of patients treated for a particular illness or procedure, and average number of hospital days needed to treat that illness or procedure.
- **Manage My Account.** Order ID cards, manage your account (such as changing your contact

information or online password), download forms, view your transaction history, and file an appeal or complaint.

- **Quick Links.** Find some of the things you may need most often, such as coverage info; your Schedule of Benefits list that includes copayments, coinsurance and deductibles information; printing a copy of your ID card; forms; and finding a nearby pharmacy, without searching through the site.
- **Privacy.** Scroll down to the bottom of the page, and click *Privacy* and then the highlighted *Notice of Privacy Practices*.

To access all this and more, go online to [www.healthnet.com](http://www.healthnet.com), choose *I'm a Member*, select your state, and log on to My Health Net. If you don't have online access, call the Customer Contact Center number listed on your Health Net ID card.

## Registration is easy

Have your Health Net ID card and follow these steps. Most users can begin using the site immediately.

- Choose *Register Now* on the [www.healthnet.com](http://www.healthnet.com) home page.
- Read and accept our Terms of Use.
- Fill out the form, and you're done!



# Use Online Reports to Select Quality Providers

Health Net's focus on quality monitoring helps ensure that you get the right care. We have online tools and reports available to help you assess health care quality. Log on as a member at [www.healthnet.com](http://www.healthnet.com), and go to *Doctor & Hospital Information > Other Search Tools* to:

- **Compare medical groups.** This is the simple way to compare network physician groups based on quality of care and service. You can see comparative information in four areas: member satisfaction, clinical care, preventive health screenings, and information technology use.
- **Compare hospitals.** This tool is powered by WebMD® and has easy-to-understand details about: hospital treatment outcomes; number of patients treated for a particular illness or procedure; average number of hospital days needed to treat that illness or procedure; patient experience information; safety information from the Leapfrog Hospital Survey and CMS's Hospital Quality Initiative survey; and efficiency measures, such as 30-day mortality rates and 30-day readmission rates for certain conditions.

You can also access the treatment cost advisor online under *Decision Power® Health & Wellness*. This tool gives you location-specific costs for common health care services, such as diagnostic tests, drug categories, inpatient procedures, office visits, and outpatient procedures and treatments.

## Health Net's role in quality monitoring

Health Net supports and participates in several quality monitoring efforts to make health care better for you, including:

- **The Leapfrog Hospital Survey.** Each year, Health Net encourages our contracted hospitals to complete this survey. It is a reliable source of information for comparing hospitals' performance on safety, quality and efficiency, and allows you to compare hospital performance and choose the best place to get care. If all hospitals implemented the first three leaps, it is estimated that almost 58,000 lives and up to \$12 billion would be saved annually, and 3 million medication errors would be avoided.<sup>1</sup>
- **Integrated Healthcare Association (IHA) Pay for Performance Initiative.** Participation in this allows Health Net to provide bonus payments (based on the plans' individual bonus program standards) to physician groups using an IHA-defined set of performance measures. You can read more about the IHA data collection and procedures by going to the IHA report card at [www.iha.org](http://www.iha.org).

## Have feedback?

For any questions or to request information about our feedback process, email us at [cqi\\_dsm@healthnet.com](mailto:cqi_dsm@healthnet.com).

Members who do not have Internet access may call the Customer Contact Center at the number on the back of their Health Net ID card for more information or to request a printed report.

<sup>1</sup>Lwin AK, Shepard DS. *Estimating Lives and Dollars Saved from Universal Adoption of the Leapfrog Safety and Quality Standards: 2008 Update*. The Leapfrog Group. Washington, DC: 2008.



## Health Net Mobile Apps

Health Net apps are available for Apple, Android and other web-enabled mobile devices!

Health Net Mobile is the easiest way to connect to a Health Net online account and is designed to help our members on the go. You can use this application to quickly get plan, copay and deductible information, as well as access to a Mobile ID card to verify eligibility.

To download the app, go to [www.healthnet.com](http://www.healthnet.com) and into your member site. Click on the box (usually on the right-hand side of the page) that says *Health Net Mobile – Mobile App Available Now!* Or go into your mobile device's application store or market, type "Health Net" into the search box, and follow the download instructions.



# Health Net's Commitment to Quality

Health Net is committed to providing quality programs and services that help our members stay healthy. While we work hard to provide and maintain these programs and services, we value your input on our Quality Improvement Program to ensure that we are effectively meeting your needs.

Our Quality Improvement Program works to:

- Encourage healthy lifestyles.
- Help members obtain important preventive care.
- Provide proper disease management and improve chronic care.
- Provide behavioral health services.

- Promote member safety.
- Ensure proper medication management.
- Educate members about their health.
- Help members access health services.

In 2012, Health Net improved performance in several clinical areas that are monitored annually. The table below gives a brief summary of our programs and our progress.

If you have suggestions or if you would like more information on our Quality Improvement Program, please call the Customer Contact Center at the toll-free number on your Health Net ID card.

<i>Measures of clinical care</i>	<i>Improved from previous year</i>	<i>Above national median</i>
Cholesterol screening for members with heart disease	✓	✓
Controlling high blood pressure	✓	✓
Members who stayed on antidepressant medication for at least 6 months	✓	✓
Members who stayed on antidepressant medication for at least 12 weeks	✓	
Breast cancer screening		✓
Maternity care after delivery		✓
Childhood respiratory infection treatment		✓

# When Is the Emergency Room the Right Choice?

When you or a loved one is hurt, you want the best care possible. Deciding where to go isn't always easy. Sometimes you need care fast, but a trip to the emergency room (ER) may be unnecessary. Many people do not realize that for many illnesses, other treatment options are available. Urgent care centers (UCCs) can treat many conditions and minor ailments. UCCs are often open after normal business hours, and chances are you won't wait as long as at the ER. And for many members, the out-of-pocket cost is usually lower for a UCC than an ER visit.



**Janis E. Carter,**  
**Health Net**  
*We're here for members  
when they need us.*

If time permits, call your doctor first. He or she may book an appointment for you or recommend a contracted UCC. If your doctor is not available, then call a Decision Power® clinician for advice – it's part of your plan! The clinician can provide advice and counseling 24 hours a day at no cost. And if you think you have an emergency situation, call 911 or go to the nearest hospital.





### What's the difference?

**Emergency care:** In general, a condition is a medical emergency when your life, body parts or bodily functions are at risk of damage or loss unless immediate medical care is received. It can also be a sudden, extremely painful condition that a reasonable person with an average knowledge of health and medicine would believe requires immediate medical attention.

**Urgent care:** In general, this is for a situation that is urgent but not life-threatening. An example would be an extremely high fever. UCCs are especially useful for after-hours care or when you are out of your usual service area. Research the closest UCC by talking to your doctor or visiting [www.healthnet.com](http://www.healthnet.com) > *ProviderSearch*.

### Tips to remember

- Reach a registered nurse 24 hours a day by logging on as a member at [www.healthnet.com](http://www.healthnet.com) or by calling **1-800-893-5597** (TTY/TDD **1-800-276-3821**).
- Depending on your health plan, if you can't see your doctor, you may need to call your participating physician group for help with how to access care.
- Call your primary care physician as soon as possible after leaving a UCC or ER. Then he or she can coordinate any necessary follow-up care.

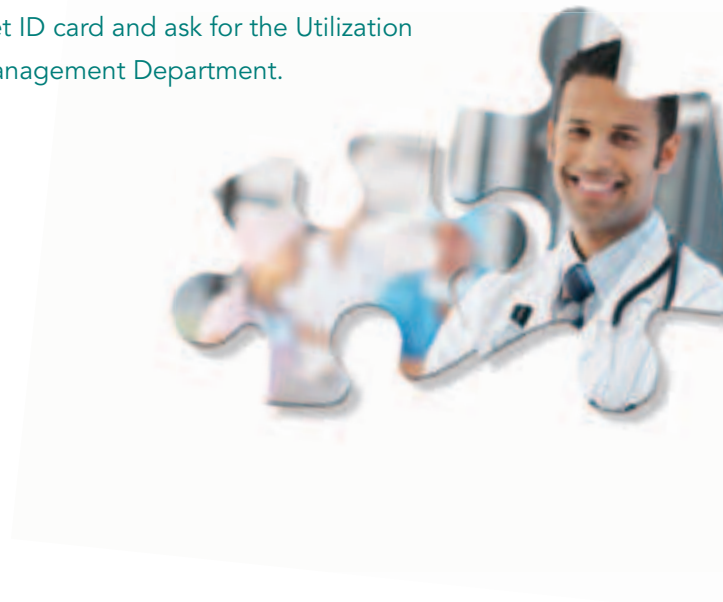
Please refer to your Evidence of Coverage document for benefit and coverage information pertaining to urgent care and emergency services.

## Coverage Decisions

Health Net works to help you and your family be healthy, secure and comfortable. There should be no barriers to getting the care you need.

All decisions about your care are based on your medical needs and your coverage. Health Net does not reward doctors who deny medical care or treatment. Health Net will review any doctor who does not give needed care to our members. The doctor may have his or her contract terminated by Health Net.

If you have questions, you can talk with us in your preferred language. Just call the toll-free or TTY/ TDD number on your Health Net ID card and ask for the Utilization Management Department.



## Prenatal care for low-risk pregnancies (and screening for high-risk factors)

Vaccine/Service	Preconception or first visit	6 to 8 weeks	14 to 16 weeks	24 to 28 weeks	32 weeks	36 weeks	38 weeks and once weekly until birth
Medical, genetic, vaccination, and psychosocial history	✓						
General exam	✓						
Counseling <sup>1</sup>	Throughout your pregnancy						
Blood pressure and weight	✓	✓	✓	✓	✓	✓	✓
Pelvic and breast exam	✓	✓					
Fundal height, fetal position and heart rate			✓	✓	✓	✓	✓
Fetal movement assessment						✓	✓
Cervical exam	As needed throughout pregnancy						
Influenza (flu shot)				Once before flu season for those in the second or third trimester			
Lab tests <sup>2</sup>	✓	✓	✓	✓	✓	✓	✓
Genetic testing	If there is a family history of inherited disease, chorionic villus sampling (CVS) at less than 13 weeks or amniocentesis at 15 to 18 weeks						
Triple screen <sup>3</sup>			Once at 15 to 20 weeks				
Rubella, hepatitis B, RPR/VDRL, Chlamydia, and syphilis	✓						
HIV (testing offered)	✓	✓					
Gonococcal culture	✓	✓				✓	
Postpartum visit	4 to 6 weeks after delivery, but may be modified according to the needs of the patient. A visit within 7 to 14 days after delivery may be advised for cesarean delivery or complicated gestation.						

<sup>1</sup>Counseling includes discussion about preconception; prenatal vitamins and folic acid; nutrition and weight gain; exercise; influenza vaccine; smoking counseling; effects of secondhand smoke, alcohol/other drug use; rubella; nutrition; breastfeeding; injury prevention; seat belt use; infant safety seats; STD prevention; newborn screening; dental care in pregnancy; and early induction.

<sup>2</sup>Lab tests include hemoglobin or hematocrit, D (Rh) type blood; antibody screenings for cervical cancer, diabetes, toxoplasmosis, and illicit drugs; group B Beta strep; folic acid; and urine.

<sup>3</sup>Triple screen measures three hormones that help health care providers assess risk for chromosomal anomalies, like Down syndrome and neural tube defects.

Use this guide to help remind you to schedule well-care visits with your family doctor. This chart is not medical advice and does not imply specific benefit coverage. Always seek and follow the care and advice of your personal doctor. Please check your plan benefit language for coverage, limitations and exclusions.

Sources: American Academy of Pediatrics ([www.aap.org](http://www.aap.org)); American College of Obstetricians and Gynecologists ([www.acog.org](http://www.acog.org)); U.S. Preventive Services Task Force.

## Infant screenings and immunizations (ages 0 to 2 years)<sup>1</sup>

Vaccine/Service	Birth	1 month	2 months	4 months	6 months	9 months	12 months	15 months	18 months	24 months
Periodic exam (well-care)	✓	✓	✓	✓	✓	Every 3 months				✓ (and every 6 months)
Hearing exam	✓									
Family history/metabolic screening	✓	✓	✓	✓	✓		✓		✓	
Blood test (hematocrit or hemoglobin)							✓	Once each well-child checkup for those at risk between 15 months and 5 years old		
Lead screening						✓				✓
Dental visit <sup>2</sup>							Begin between ages 1 and 3 or earlier as dentist suggests			
Hepatitis B (Hep B) – by 2 months if mother is not infected	1st dose	2nd dose			3rd dose					
Pneumococcal conjugate vaccine (PCV)			✓	✓	✓		✓			
Diphtheria, tetanus, pertussis (DTaP)			✓	✓	✓				✓	
Polio (IPV)			✓	✓			✓			
<i>Haemophilus influenzae</i> type b (Hib)			✓	✓	✓		✓		If missed earlier	
Measles, mumps, <sup>3</sup> rubella (MMR)							✓			
Varicella/chickenpox							✓			
Rotavirus (RV-5)			✓	✓	✓					
Hepatitis A (Hep A)							2 doses, start at 12 months			
Influenza (flu shot)						Yearly for children 6 to 23 months				

<sup>1</sup>Depending on your doctor's advice and/or other risk factors, your infant may need to receive vision and tuberculosis tests, among others. You should receive counseling for sleep positioning, injury, violence prevention, and nutrition.

<sup>2</sup>Begin taking your child to the dentist between 12 months and 3 years old.

<sup>3</sup>A second dose of mumps vaccine should be considered for children 1 to 4 years old who are in an outbreak setting.

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**Decision Power**<sup>®</sup> • Nurse24 advice • treatment guidance • 1-on-1 wellness coaching • step-by-step plans  
• health trackers • smoking cessation • interactive online coaching conversations • weight management

24 hours a day, 7 days a week **1-800-893-5597**  
(tambien disponible en español)

TTY/TDD for hearing- and speech-impaired  
assistance **1-800-276-3821**

[www.healthnet.com](http://www.healthnet.com)

## Child and adolescent screenings and immunizations (ages 3 to 18)<sup>1</sup>

Vaccine/Service	3 to 10 years	11 to 12 years	13 to 18 years
Periodic exam (well-care – includes height, weight, blood pressure, and BMI)	Every year	Every year	Every year
Vision exam	Every year	Age 12	Ages 15 and 18
Hearing exam	Every year or as your doctor suggests		
Blood test (hematocrit or hemoglobin)	Every year for ages 3 to 5 or as your doctor suggests	Every year for menstruating patients	
Dental visit	Every year		
Urine test	Every year for sexually active patients		
STD screening: pelvic exam (including chlamydia screening)	Every year for sexually active patients		
Hepatitis B (Hep B)	If missed earlier		
Pneumococcal (PPSV)	As your doctor suggests		
<i>Haemophilus influenzae</i> type b (Hib)	Through age 5, if missed earlier		
Diphtheria, Tetanus, Pertussis (DTaP)		✓	If missed between ages 11 and 12
Polio (IPV)	Once between ages 4 and 6	If missed earlier	
Measles, mumps, rubella (MMR)	Second dose between ages 4 and 6	If missed earlier	
Meningococcal (MCV4)	Start at 9 months, for high risk	At preadolescent visit	Catch-up immunizations; booster at age 16
HPV (Gardasil) (HPV-4 – males as your doctor suggests)	Starting at age 9, as your doctor suggests	✓ (3 doses, as your doctor suggests)	If missed between ages 11 and 12
Varicella/chickenpox	2 doses for ages younger than 13 years; catch up if missed earlier		
Influenza (flu shot)	Yearly		
Hepatitis A (Hep A)	As your doctor suggests		
Counseling <sup>2</sup>	Based on individual need		

<sup>1</sup>Depending on your doctor's advice and/or other risk factors, your child may need to receive lead and tuberculosis tests, among others.

<sup>2</sup>Counseling may include developmental/behavioral assessment, nutrition and exercise, weight, BMI, sexual health/development, tobacco use, substance abuse, and injury/violence prevention.

Use this guide to help remind you to schedule well-care visits with your family doctor. This chart is not medical advice and does not imply specific benefit coverage. Always seek and follow the care and advice of your personal doctor. Please check your plan benefit language for coverage, limitations and exclusions.

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## Adult screenings and immunizations (ages 19 and older)<sup>1</sup>

Vaccine/Service	19 to 39 years	40 to 64 years	65 and older
Health maintenance exam (HME) (height, weight, BMI, BP, depression screening)	Every year		
Hearing screening		Every 10 years (40 to 49); after age 49 discuss with your doctor	
Vision screening	Every 5 to 10 years	Every 2 years for ages 40 to 54; every 1 to 3 years for ages 55 to 64	Every 1 to 2 years
Glucose	Check if at high risk	Every 3 years starting at age 45	
Cholesterol screening	Routine screening for men beginning at age 35, every 5 years	Routine screening for women beginning at age 45, every 5 years	Every 5 years
Colorectal cancer screening		Ages 40 to 49: every 2 years if at high risk. Beginning at age 50: Talk to your doctor about these tests: 1. Fecal occult blood test (FOBT) every year 2. FOBT every year with sigmoidoscopy every five years 3. Colonoscopy every 10 years	
Aspirin therapy to prevent heart disease		Discuss with your doctor at HME	
Hepatitis B (Hep B)	As your doctor suggests		
Hepatitis A (Hep A)	As your doctor suggests		
Tetanus, diphtheria, pertussis (Td/Tdap)	Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years		If at risk
Measles, mumps, rubella (MMR)	1 or 2 doses if no history of prior vaccination or infection	As your doctor suggests	
Pneumococcal (PPSV)	As your doctor suggests		1 booster, as your doctor suggests
Influenza (flu shot)	Every year		
Counseling/education <sup>2</sup>	At each HME or based on individual need		
<b>Females</b>			
Cervical cancer test	Starting at 21, screen every 2 to 3 years	Every 1 to 3 years	Every 1 to 3 years, or as your doctor suggests
Bone mineral density (BMD)		Screening based on risk	Every 2 years
Chlamydia screening	Every year through age 24 if sexually active and not pregnant; annually beginning at age 24 if high risk		
HPV (Gardasil) – 3 doses over a 6-month period	3 doses or as your doctor suggests		
Mammogram to check for breast cancer	Every year, or as your doctor suggests		
<b>Males</b>			
Rectal exam/PSA test	Discuss with your doctor		
Abdominal ultrasonography			Once for those ages 65 to 75 who have ever smoked

<sup>1</sup>Additional immunizations may be needed if you are at high risk or were not previously immunized.

<sup>2</sup>Counseling and education should be carried out at each health maintenance exam (HME) and when dictated by clinical need. Counseling/education topics may include discussion about mental health, substance abuse, nutrition (including calcium and folic acid), exercise, weight, BMI, sexual health, HIV testing, family planning, menopause (HRT therapy), tobacco use, injury/violence prevention, osteoporosis, dental health, medicine safety, and sun exposure. Additional recommended screening for depression and drug or alcohol use at each HME.

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# What to Do after a Hospital Stay

A stay in the hospital can be a stressful experience. Whether it's for surgery, a chronic condition, or a mental health or substance abuse condition, it's important to take the right steps as you're being discharged.

## The basic steps

Have a follow-up **visit with your physician** scheduled before you leave, so the time between leaving the hospital and being seen is brief. This can help ensure a healthy recovery and prevent readmission.

Let your health care providers know about your stay, including results of lab tests, changes in medication and any recommendations. Also bring any instructions you may have received. When your doctors work together, they are better able to help you select the best treatment options for your care.

Tips to improve communication among your doctors:

- Provide each of your health care providers with a list of the names, phone numbers and addresses of all the physicians you see, including specialists, behavioral health and primary care physicians (PCPs).
- Ask your health care providers to talk to and update each other on your treatment.
- Let your PCP know of any emergency room visits and hospital stays.
- Give each of your physicians a record of all your current medications.
- Give consent to your physicians, when needed, to share your health information.

## Remember the ABCs

During a service transition:

**Ask questions.** Find out what your care will include after discharge, such as your medications and recovery plan and whom to call if you have a problem. Make sure your preferences are addressed in discharge planning.

**Bring a loved one along.** Patients with a loved one present are more likely to have a smooth transition.

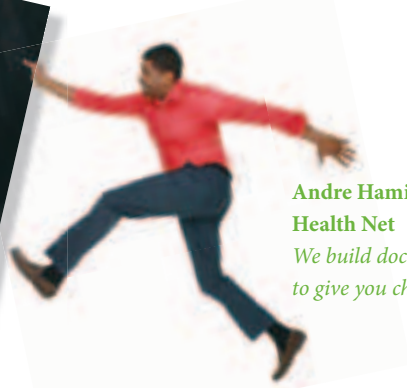
**Contact us.**

**Create and share your medical history.** A personal Health Record (PHR) tool lets you track visits, enter test results, track prescription drugs, and learn about drug interactions. You can create it online and bring it to all of your medical visits. Select *Decision Power® Health & Wellness > Populate My Health Record*.

**Create an updated medication card for appointments.** Tell your health care providers about any changes in medication or new ones. To make a card, log on to [www.healthnet.com](http://www.healthnet.com). Select *My Pharmacy Benefits > Manage My Prescriptions > Printable Medication Card*.

**Talk to a clinician.** Trained professionals can help with health questions and goals. Select *Decision Power Health & Wellness > Talk to a Health Coach*.

You may also call Health Net at any time at the number on the back of your ID card to speak with a Health Net associate.



**Andre Hamil,**  
**Health Net**  
*We build doctor networks  
to give you choices.*

# How Do You Know If You're Depressed?

Depression is a common illness that affects millions of Americans each year. The symptoms vary from person to person. Some people cry a lot and feel sad, while others seem angry, irritable or anxious. For others, depression shows itself in vague physical symptoms, such as chronic joint pain, limb pain, back pain, constipation, or tiredness. Vague aches and pain are often the early symptoms of depression.

Depression is not just being sad or feeling grief after a loss. It's a medical disorder, like diabetes or high blood pressure, that interferes with daily activities and may keep you from eating, sleeping or enjoying yourself. When you have depression, chemicals in your brain, called neurotransmitters, are out of balance.

## Signs of depression

Here are questions to ask yourself if you think you are depressed. In the past month:

- Have you had little interest or pleasure in doing things?
- Have you felt down, sad or hopeless?
- Have you had difficulty concentrating, remembering or making decisions?

If the answer to any of these questions is “yes,” you may have depression and should seek help from your physician quickly. The longer treatment is delayed, the more difficult depression is to treat.

Treatment can reduce the pain and suffering of depression and return you to your normal life.

## How to get help

If you have thoughts of dying, hurting yourself or suicide, contact a doctor or other health care practitioner or call 911 right away.

A Decision Power® clinician can help determine if you are depressed. Call **1-800-893-5597** (TTY/TDD **1-800-276-3821**) to speak with a clinician, and tell him or her that you want to be screened for depression.

You can also take a self-assessment by logging on to **www.healthnet.com**, going to *Decision Power Health & Wellness > Research a Condition* and typing “depression” in the search box.



# Get Smart *about Antibiotics*

Will antibiotics work when you really need them? Only if we use them the right way. Antibiotics can cure bacterial infections, not viral infections. Taking antibiotics for viral infections will not help you feel better – and can even be harmful. It can cause side effects from the antibiotic medication as well as antibiotic resistance. Antibiotic resistance is when antibiotics stop working against infections that they used to treat. Check the chart to know when antibiotics are recommended.

So what can you do to prevent antibiotic resistance?

- Ask your doctor whether an antibiotic is the right treatment for your illness.
- Do not take an antibiotic for a viral infection, like a cold, a cough or the flu.

- For bacterial infections, take all your antibiotics when prescribed, even if you start to feel better.
- Check with your doctor for other ways to relieve your symptoms (for example, home remedies or over-the-counter medications).

Illness	Virus	Bacteria	Antibiotic needed?
Cold	✓		No
Flu (influenza)	✓		No
Chest cold	✓		No
Bronchitis	✓		No
Green/yellow runny nose	✓		No
Middle ear infection		✓	Sometimes
Strep throat		✓	Yes
Sinus infection		✓	Sometimes

Sources: California Medical Association Foundation; Centers for Disease Control and Prevention.



# Case Management Means Real Help for Serious Illnesses

Navigating the health care system can be a challenge, especially if you or a loved one is facing serious illness. Health Net has a team of nurses, social workers and other health care professionals who can help. They work with you and your doctors to develop a plan to help you manage your illness and regain your health.

A case manager can:

- Help locate community resources.
- Facilitate communication and coordination with all professionals involved in your care.
- Help you use your health care benefits wisely.
- Help you fully understand your health condition, treatment options and the actions you can take to improve your health.

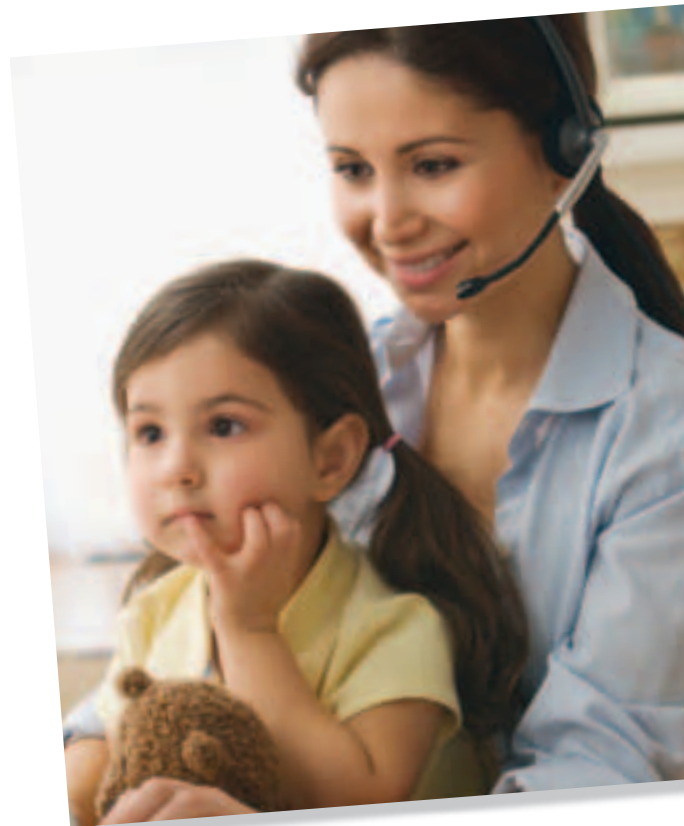
Participation in case management is voluntary. Your choice about participation will not affect your health care benefits.

You or a loved one might benefit from case management if you:

- Have a complex illness, such as diabetes, coronary artery disease, asthma, congestive heart failure, transplant, end-stage renal disease, or cancer.
- Have been hospitalized frequently.

- Need advanced or extensive home care.
- Have sustained a traumatic injury.
- Have a terminal illness.

To learn more about how your caregiver or doctor can refer you to the case management program, or if you would like to request an evaluation to determine whether case management can help you, call Health Net at **1-800-898-4638**.



# Make *the* Most of Your Health with Decision Power<sup>®</sup>

Decision Power<sup>®</sup> brings together the information, resources and personal support that fit you, your health and your life. Whether you're focused on staying fit, expecting a baby, making health care decisions, or facing a serious diagnosis, we're here to help you work with your doctor and make informed decisions.

You choose how and when to use Decision Power, whether online or by calling a registered nurse. Try many of the things at once or one at a time. It's available 24 hours a day, 7 days a week.



## Talk to a registered nurse 24/7

You can call a Decision Power clinician at any time. They're available 24/7 to answer questions and address your concerns. Our nurses are specially trained registered nurses. If English is not your preferred language, you

can ask for an interpreter. Decision Power nurses are not for emergency situations. If you have an emergency, call 911 or go to the emergency room.

By using the Nurse24<sup>SM</sup> line, we can help you with:

- Questions about ongoing illnesses, such as asthma, congestive heart failure, heart disease, or diabetes, or our nurses can assist you with getting answers to your health questions.
- Understanding all your options when you need treatment.
- A specific health goal, such as weight and cholesterol management, quitting smoking, stress reduction, or blood pressure control.

- Providing support for end-stage diseases and complex conditions. Expert nurse case managers work with patients and families, helping access any services that may be helpful. This may include home care, hospice, skilled nursing, and behavioral health.

## Log on to [www.healthnet.com](http://www.healthnet.com)

- Take the Health Risk Questionnaire (HRQ). It's a fast and easy way to rate your health and learn how to improve it. Share the results with your doctor the next time you have a checkup.
- Set up your personal Health Record. This gives you a complete medical snapshot. You can import claims, medications and your HRQ. You can also enter records of shots and test results.
- Try a step-by-step improvement plan to manage weight, stop smoking or boost nutrition. You can use virtual coaching to focus on a specific goal.
- Learn more with the in-depth article library, plus health-related videos and audio resources for most health conditions.
- Try the online questionnaires to test your knowledge of the pros and cons of various treatments.

Use trackers and calendars to manage your information and health goals. Try it today!

Log on to [www.healthnet.com](http://www.healthnet.com), or call us toll-free at 1-800-893-5597 (TTY/TDD 1-800-276-3821).

Interpretation services are available 24 hours a day.





# Reduce Your Cervical Cancer Risk

Ready to reduce your risk of cervical cancer? This three-step plan can put you on the path to prevention.

**1 Get immunized.** A virus known as HPV causes most cases of cervical cancer. But the HPV vaccine can prevent up to 70% of those cancers.

The shot won't help if you already have HPV. So it's best to get the vaccine before you start having sex. Girls ages 11 and 12 should have the shot. And it may be given to women up to age 26.

Talk to your doctor about whether you should have the vaccine.

**2 Go for screenings.** The Pap test is a crucial part of prevention. Doctors use the test to find changes in the cells of the cervix. These changes sometimes lead to cancer. But when a doctor finds them early, they can be treated. That treatment can stop cervical cancer before it starts.

You should start having Pap tests about three years after you start having sex or

by age 21, whichever comes first. Get tested every three years or as often as your doctor recommends.

**3 Practice safe sex.** HPV can be spread through vaginal, anal and oral sex. The best way to avoid HPV is to not have sex. If you do have sex, limit the number of partners you have. And use a condom every time.

Some basic health practices can also reduce your risk of cervical cancer. Cut your risk even further by:

- Not smoking.
- Eating lots of fruits and vegetables.
- Staying at a healthy weight.

If you have questions about cervical cancer screening, a Decision Power® clinician is available 24 hours a day, 7 days a week, at **1-800-893-5597** (TTY/TDD **1-800-276-3821**). You can also find more information online at **[www.healthnet.com](http://www.healthnet.com)**.



**Susan Potthoff,**  
**Health Net**

*We make health care benefits  
easier to understand.*



# Raise Your Colon Cancer Awareness

Colorectal cancer is the second deadliest cancer in the United States and affects both men and women. If everyone ages 50 years or older had regular screening tests, at least 60% of deaths from this cancer could be avoided. Treatment is more effective when cancer is caught early.

## Screening saves lives

If you're 50 or older, getting a colorectal cancer screening test **could save your life**, and here's how:

- Colorectal cancer usually starts from polyps in the colon or rectum. A polyp is a growth that shouldn't be there.
- Over time, some polyps can turn into cancer.

- Screening tests can find polyps, so they can be removed before they turn into cancer.
- Screening tests also can find colorectal cancer early. When it is found early, the chance of being cured is good.

### Are you at high risk?

Your risk for colorectal cancer may be higher than average if:

- You or a close relative has had colorectal polyps or colorectal cancer.
- You have inflammatory bowel disease.
- You have a genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer.

Speak with your doctor about having earlier or more frequent tests if you think you're at high risk for colorectal cancer.

### What are the symptoms?

People with a history of colon cancer or colonic polyps in their family may need to be screened at a younger age. Talk with your doctor if you have symptoms that include:

- Blood in or on your stool (bowel movement).
- Stomach pain, aches or cramps that don't go away.
- Losing weight and you don't know why.

### Which screening test should you take?

Several tests are available to screen for colorectal cancer. Some are used alone; others are used in combination with each other. Talk with your doctor about which test or tests are best for you. These tests may require authorization based on guidelines for medical necessity. Please refer to your Evidence of Coverage or call the number listed on the back of your Health Net ID card.

Regular screening can find cancer early and save lives. If you have questions about colorectal screening, a Decision Power clinician is available 24 hours a day, 7 days a week, at **1-800-893-5597** (TTY/TDD **1-800-276-3821**). You can also find more information online at **www.healthnet.com**.

Source: Centers for Disease Control and Prevention.



## Evaluating New Technology

Health Net continually evaluates new procedures, drugs and devices used to treat specific diseases and conditions. Health Net has a procedure to consider new technologies and determine whether or not they should be covered benefits. New technologies are considered experimental and are under investigation during various stages of clinical studies. During

this time, health professionals study their safety and effectiveness.

Health Net decides whether new technologies are considered medically necessary and appropriate by reviewing these studies. Independent expert medical reviewers advise Health Net on whether the new technologies are safe and effective.



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**We want your feedback!**  
Just call us with your suggestions at the toll-free Customer Contact Center number on your Health Net ID card. Or log on to **www.healthnet.com** and click on *Contact Us*.

MSC: CA97122

The information provided is not intended as medical advice or as a substitute for professional medical care. Always seek and follow the advice of your physician or other health provider for any questions you have regarding your general medical condition.

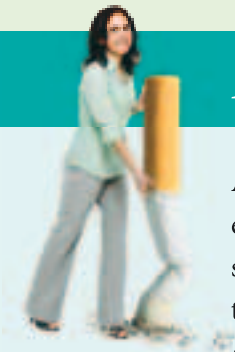
You have access to Decision Power® through your current enrollment with any of the following Health Net companies: Health Net of California, Inc.; Health Net Life Insurance Company.

Decision Power is not part of Health Net's commercial medical benefit plans. Also, it is not affiliated with Health Net's provider network and it may be revised or withdrawn without notice. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees of the above listed Health Net companies.

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## Kick the Habit

**Josefina Bravo,**  
**Health Net**  
*We help members build healthy habits.*

Anyone who has ever tried to quit smoking or using tobacco knows that simply deciding to quit doesn't usually work. If you want to quit smoking,

**START** by taking the following steps:

- Set a quit date.
- Tell family, friends and coworkers that you plan to quit.
- Anticipate and plan for the challenges you'll face.
- Remove cigarettes and other tobacco products from your home, car and work.
- Talk to your doctor about getting help to quit.

### Don't go it alone

The "T" for "Talk to your doctor" is very important. Many people try to quit on their own. But your doctor can offer tools to improve your chances of success. Using nicotine replacement therapy or one of several prescription drugs can double the chances that you'll actually quit.

Nicotine skin patches, chewing gum and lozenges are available over the counter. Other forms of the therapy require a prescription. Nasal sprays and inhalers, which you puff on, are available only through your doctor.

Other prescription drugs that can help include Zyban and Chantix. Zyban is even available in a generic form called bupropion.

If you decide to use a prescription product, you must ask your doctor to get prior authorization from Health Net before you go to the pharmacy. You will also need to enroll in one of the no-cost behavior modification programs.

### Support by phone or online

Health Net has two program options. To enroll in the telephone program, call Decision Power® at **1-800-893-5597** and select the Quit for Life menu option (TTY/TDD **1-800-276-3821**).

To access the online program, log on to **www.healthnet.com** and click on *Decision Power Health & Wellness > Quit Smoking*.