CommunityCare HMO
Quick Start Guide

Four easy ways to get to know your health plan:

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Discover tips and tools

Maintain your health coverage

Connect with Health Net

Brought to you by Health Net of California, Inc. (Health Net)
Thanks for joining us – We’re so happy to have you! This guide will get you started, whether you’re new to the Health Net family or just new to this type of health coverage.

### Need care? This Care Key will help you understand and find the options that come with your CommunityCare HMO.

<table>
<thead>
<tr>
<th>Use ...</th>
<th>When you need ...</th>
<th>For things like ...</th>
<th>Contact info</th>
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<tr>
<td>Your primary care physician (PCP)</td>
<td>Routine and preventive care, and referrals to specialists</td>
<td>Annual wellness exams, general medical care</td>
<td>Your PCP’s name and number are on your Health Net ID card.</td>
</tr>
<tr>
<td>CommunityCare HMO Network providers</td>
<td>Care from specialists and other providers; requires PCP referral</td>
<td>Matters of dermatology, cardiology, orthopedics, psychology, etc.</td>
<td>Log in to your account at <a href="http://www.myhealthnetca.com">www.myhealthnetca.com</a> to find providers in the Health Net CommunityCare HMO individual plan provider network.</td>
</tr>
<tr>
<td>Teladoc telehealth services</td>
<td>Health information, diagnoses and prescriptions by phone, Web or Teladoc mobile app for non-emergency medical situations or when your PCP’s office is closed</td>
<td>Sinus problems, upper respiratory infections, allergies, bronchitis, pinkeye, etc.</td>
<td>1-800-Teladoc (1-800-835-2362) Set up your account at <a href="http://www.teladoc.com/hn">www.teladoc.com/hn</a>.</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>24/7/365 advice by phone from a registered nurse</td>
<td>Urgent health concerns and care for minor injuries and illnesses like fevers and the flu</td>
<td>1-800-893-5597 (TTY: 711)</td>
</tr>
<tr>
<td>Urgent care centers</td>
<td>Same-day treatment for non-emergency illnesses or injuries</td>
<td>Minor sprains, earaches, colds, back pain, etc.</td>
<td>Visit <a href="http://www.myhealthnetca.com">www.myhealthnetca.com</a> and click on Find a Doctor to search for locations near you.</td>
</tr>
</tbody>
</table>

### More at www.myhealthnetca.com!

- Print out a mini version of this Care Key to keep in your purse or wallet. Just click on More for Your Health, then Get Your Care Key, and scroll to the Printable Care Key link beneath your plan’s name.
- Put the addresses for the closest urgent care center and ER in your phone or wallet so you always have them handy. Click on Find a Doctor and enter your ZIP code and plan type. You’ll find urgent care and hospital options in your area.
- Change your PCP anytime. Just log in to your account and click on Select/Change PCP.

### Remember: Use the CommunityCare HMO Network for all covered services. If you need a specialist, your PCP will refer you to one. There is no coverage for out-of-network services except for emergency care, urgent care and services approved by Health Net.

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1 Self-referrals are allowed for obstetrician and gynecological services, and reproductive and sexual health care services.
2 Go immediately to the nearest emergency room or call 911 if you have an emergency.
Discover how to make the most of your health coverage

Use these tips and tools to put your health coverage to work for you!

**Use your prescription coverage**
Make sure your doctor prescribes you medicine on the Health Net Essential Rx Drug List. Then, use pharmacies in your health plan’s network. (Your doctor should get prior approval from Health Net before prescribing some drugs.) To find a pharmacy, go to www.myhealthnetca.com, select Pharmacy Information, then Find a Pharmacy. Your plan uses the Advanced Choice Pharmacy Network. Refer to the Plan Contract and Evidence of Coverage included in this Welcome Kit for info you’ll need about prescription drugs.

**Understand your costs**
You pay a portion of the costs when you use covered services. Copayments, coinsurance and deductibles are different types of out-of-pocket costs. The amount you pay depends on the health plan you have. Find details about your share of costs in the Plan Contract and Evidence of Coverage included in this Welcome Kit.

**Find support for healthy habits**
Get on track for good with our one-on-one, over-the-phone coaching sessions. Quit For Life® helps smokers kick the habit. And our health coaches can help you with your weight and fitness goals. You can even track your progress online! Log in to your account at www.myhealthnetca.com and click on Wellness Center.

**Use Active&Fit Direct™**
Your health plan comes with Active&Fit Direct – fitness center memberships for less! For just $25 a month (plus a $25 enrollment fee and applicable taxes), you can choose from 9,600+ participating centers and YMCAs nationwide. Log in to your account at www.myhealthnetca.com and click on Wellness Center.

**Lean on myStrength**
Give your emotional health some TLC. Take care of your whole self with myStrength, a Health Net program devoted to helping you manage depression, anxiety and stress. Learn more at www.mystrength.com/hnwell.

**A gift for investing in your health**
Complete a Health Risk Questionnaire (HRQ) in 2019, schedule your annual preventive care physical exam and share your HRQ report with your PCP. After the PCP visit, log back in to your online account and click on the link that confirms you’ve shared your results with your PCP. Then we’ll send you a $50 gift certificate, valid with hundreds of popular retailers!

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3 Members must be 18 or older to participate. There is a 3-month commitment required. The Active&Fit Direct Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). The Active&Fit logo is a trademark of ASH and used with permission.
Maintain your health coverage by paying your premium every month

Your premium (or your bill) is the amount of money you pay each month for your health coverage. There are lots of ways to pay your premium. Just make sure you pay **before** the first day of every month to keep your health coverage active. There are several ways to pay. So choose the premium payment method that works for you!

<table>
<thead>
<tr>
<th>Ways to pay</th>
<th>How to pay</th>
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<tbody>
<tr>
<td>Pay online</td>
<td>You can pay online one of two ways:</td>
</tr>
<tr>
<td></td>
<td>1. Monthly bill payment. Just log in to your member account each month before your premium is due and follow the instructions. It’s secure and easy!</td>
</tr>
<tr>
<td></td>
<td>2. Enroll in automatic bill pay using your prepaid debit card, bank debit card, bank account, or credit card.</td>
</tr>
<tr>
<td>Pay by mail</td>
<td>Send a check or money order to the address listed on your billing invoice payment coupon. Remember to write your policy number on the check or money order, detach the premium payment coupon from the billing invoice and mail it with your premium payment.</td>
</tr>
<tr>
<td>Pay by phone</td>
<td>Call us at <strong>1-800-539-4193</strong> and use our interactive voice response (IVR) system to make a premium payment quickly, 24/7. You can also call our Customer Contact Center to make a premium payment.</td>
</tr>
<tr>
<td>Pay with MoneyGram®</td>
<td>1. Find a MoneyGram location near you by visiting MoneyGram.com or calling <strong>1-800-926-9400</strong>.</td>
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<tr>
<td></td>
<td>2. Remember to bring:</td>
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<tr>
<td></td>
<td>• Cash for your premium payment. Health Net will pay your MoneyGram transaction fee!</td>
</tr>
<tr>
<td></td>
<td>• Your Health Net member ID number</td>
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<td></td>
<td>• Receive code: 16375</td>
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<td></td>
<td>3. Fill out the blue MoneyGram ExpressPayment® form and use the MoneyGram phone or kiosk to complete your premium payment.</td>
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<tr>
<td></td>
<td>Ask a store associate if you need any help in making your premium payment.</td>
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<tr>
<td></td>
<td>To learn more about making your Health Net invoice payment using MoneyGram, visit <a href="http://www.moneygram.com/us/en/how-to-pay-bills">www.moneygram.com/us/en/how-to-pay-bills</a>.</td>
</tr>
</tbody>
</table>
Connect with Health Net

When it comes to your health, we’re always close by.

Reach out to find the information you need:

Online at www.myhealthnetca.com
Your around-the-clock resource. When your health coverage begins, start exploring!

- Pay your bill
- Print temporary ID cards (If you have not received your ID card by your health coverage effective date and you need services, please call the Customer Contact Center for help.)
- Change your PCP
- Review your health plan and pharmacy benefits
- Learn when to schedule health screenings
- Use our online programs to help you manage weight, stop smoking and more

Note: You’ll need to log in to your account to access some features.

Customer Contact Center
1-800-839-2172 (TTY: 711) if you enrolled directly with Health Net
1-888-926-4988 (TTY: 711) if you enrolled through Covered California™

Give us a call! We’re here Monday through Friday from 8:00 a.m. to 6:00 p.m., except on federal holidays.

- Ask questions
- Get help finding resources
- Find support
**Find what you need**

We’re here to help you learn, discover, maintain, and connect!

**Questions and answers**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is a copayment?</td>
<td>Your share of the costs of a covered health care service, set at a fixed amount. For a doctor visit that might cost $150, you might pay $15 and the health plan pays the rest. Copayments vary by health plan.</td>
</tr>
<tr>
<td>What is coinsurance?</td>
<td>Your share of the costs of a covered health care service. It is calculated as a percentage. Let’s say the coinsurance is 20% and the medical bill is $100. You would pay $20, and the health plan would pay the rest.</td>
</tr>
<tr>
<td>What is a deductible?</td>
<td>The amount you owe for some covered services before your health plan begins to pay. For example, if your deductible is $1,000, you must pay for the health care services you use up to this amount. The deductible may not apply to all services.</td>
</tr>
<tr>
<td>How much do annual preventive care physical exams cost?</td>
<td>You’ll pay $0 for your annual preventive care physical exam with your PCP.</td>
</tr>
<tr>
<td>Why does it matter if I stay in-network?</td>
<td>Use the CommunityCare HMO Network for all covered services. Your health plan doesn’t cover out-of-network services (except for emergency or urgent care or if Health Net gives approval).</td>
</tr>
<tr>
<td>Why should I set up an online Health Net account?</td>
<td>It’s a great way to discover what your CommunityCare HMO has to offer! Just go to <a href="http://www.myhealthnetca.com">www.myhealthnetca.com</a> and create an account profile. Whenever you log in, you’ll be connected to your benefits and the doctor network that comes with your health plan.</td>
</tr>
</tbody>
</table>
**Nondiscrimination Notice**

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. (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:

**Individual & Family Plan (IFP) Members On Exchange/Covered California** 1-888-926-4988 (TTY: 711)

**Individual & Family Plan (IFP) Members Off Exchange** 1-800-839-2172 (TTY: 711)

**Individual & Family Plan (IFP) Applicants** 1-877-609-8711 (TTY: 711)

**Group Plans through Health Net** 1-800-522-0088 (TTY: 711)

If you believe that Health Net has failed to provide these services or discriminated in another way based on one of the characteristics listed above, you can file a grievance by calling Health Net’s Customer Contact Center at the number above and telling them you need help filing a grievance. Health Net’s Customer Contact Center is available to help you file a grievance. You can also file a grievance by mail, fax or email at:

Health Net of California, Inc. Appeals & Grievances
PO Box 10348
Van Nuys, CA 91410-0348
Fax: 1-877-831-6019
Email: Member.Discrimination.Complaints@healthnet.com (Members) or Non-Member.Discrimination.Complaints@healthnet.com (Applicants)

If your health problem is urgent, if you already filed a complaint with Health Net of California, Inc. and are not satisfied with the decision or it has been more than 30 days since you filed a complaint with Health Net of California, Inc., you may submit an Independent Medical Review/Complaint Form with the Department of Managed Health Care (DMHC). You may submit a complaint form by calling the DMHC Help Desk at 1-888-466-2219 (TDD: 1-877-688-9891) or online at www.dmhc.ca.gov/FileaComplaint.

If you believe you have been discriminated against because of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, 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).

English

Arabic
خدمات لغوية مجانية. يمكنك أن تتوفر لك مترجم فوري. يمكنك أن تقرأ الوثائق بلغتك. للحصول على المساعدة اللازمة، يرجى التواصل مع مركز خدمة العملاء عبر الرقم المبين على بطاقتك أو الاتصال بالرقم الم_FIFO_2172 (TTY: 711). 1-800-839-2172 (TTY: 711)
للاتصال في كاليفورنيا، يرجى الاتصال بالرقم الم_FIFO_4988 (TTY: 711). 1-888-926-4988 (TTY: 711)
أو المشروعات الصغيرة 1-888-926-5133 (TTY: 711). 1-888-926-5133 (TTY: 711)
Health Net

Armenian

Chinese
免費語言服務。您可使用口譯員服務。您可請人將文件唸給您聽並請我們將某些文件翻譯成您的語言寄給您。如需協助，請撥打您會員卡上的電話號碼與客戶聯絡中心聯絡或者撥打健康保險交易市場外的 Individual & Family Plan (IFP) 專線：1-800-839-2172（聽障專線：711）。如為加州保險交易市場，請撥打健康保險交易市場的 IFP 專線 1-888-926-4988（聽障專線：711），小型企業則請撥打 1-888-926-5133（聽障專線：711）。如為透過 Health Net 取得的團保計畫，請撥打 1-800-522-0088（聽障專線：711）。

Hindi
बिना शुल्क भाषा सेवाएं। आप एक दुभाबषया प्रास कर सकते हैं। आप दस्तावेजों की अपनी भाषा में पढ़वा सकते हैं। मदद के लिए, अपने आईएफपी कार्ड के लिए गए नंबर पर ग्राहक सेवा केंद्र को कॉल करें या व्यक्तिगत और फैमिली प्लान (आईएफपी) ऑफ एक्सचेंज: 1-800-839-2172 (TTY: 711) पर कॉल करें। कॉलिफोर्निया बाजार के लिए, आईएफपी ऑफ एक्सचेंज 1-888-926-4988 (TTY: 711) या स्मार्ट विंडोज 1-888-926-5133 (TTY: 711) पर कॉल करें। हेल्थ नेट के माध्यम से गुप्त प्लान के लिए 1-800-522-0088 (TTY: 711) पर कॉल करें।

Hmong
無料の言語サービスを提供しております。通訳者もご利用いただけます。日本語で文書をお読みすることも可能です。ヘルプが必要な場合は、IDカードに記載されている番号で顧客連絡センターまでお問い合わせいただくか、Individual & Family Plan (IFP)（個人・家族向けプラン）Off Exchange：1-800-839-2172 (TTY: 711)までお電話ください。カリフォルニア州のマーケットプレイスについては、IFP On Exchange 1-888-926-4988 (TTY: 711)または Small Business 1-888-926-5133 (TTY: 711)までお電話ください。Health Netによるグループプランについては、1-800-522-0088 (TTY: 711)までお電話ください。
**Panjabi (Punjabi)**

ਤਸਾ ਕਰੀ ਕਰੇ ਦੋਹਾ ਦੋਹੀ ਦੋਹਾ ਦੋਹਾ। ਦਲਸੀ ਦੇ ਦੋਹੀ ਦੋਹਾ। ਦੋਹਾ ਦੇ ਦੋਹਾ। ਦੋਹਾ ਦੇ ਦੋਹਾ। ਦੋਹਾ ਦੇ ਦੋਹਾ। ਦੋਹਾ ਦੇ ਦੋਹਾ। 

**Russian**

Бесплатная помощь переводчиков. Вы можете получить помощь перевода. Вам могут прочитать документы на Вашем родном языке. Если Вам нужна помощь, звоните по телефону Центра помощи клиентам, указанному на вашей карте участника плана. Вы также можете позвонить в отдел помощи участникам не представленных на федеральном рынке планов для частных лиц и семей


**Spanish**

Servicios de idiomas sin costo. Puede solicitar un intérprete, obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, comuníquese con el Centro de Comunicación con el Cliente al número que figura en su tarjeta de identificación o llame al plan individual y familiar que no pertenece al Mercado de Seguros de Salud al 1-800-839-2172 (TTY: 711). Para planes del mercado de seguros de salud de California, llame al plan individual y familiar que pertenece al Mercado de Seguros de Salud al 1-888-926-4988 (TTY: 711); para los planes de pequeñas empresas, llame al 1-888-926-5133 (TTY: 711). Para planes grupales a través de Health Net, llame al 1-800-522-0088 (TTY: 711).

**Tagalog**


**Thai**

ไม่มีค่าบริการในการติดต่อ คุณสามารถใช้สื่อได้ คุณสามารถใช้สื่อสารให้ฟังเป็นภาษาของคุณได้ หากต้องการความช่วยเหลือ กรุณาติดต่อศูนย์สิทธิพื้นฐานที่มีและสำนักบริการประจำพื้นที่ หรือโทรศัพท์แผนประกันภัยของคุณ (Individual & Family Plan (IFP) Off Exchange) ที่ 1-800-839-2172 (TTY: 711) สำหรับแผนประกันภัยของคุณ (Small Business) ที่ 1-888-926-5133 (TTY: 711)
Vietnamese