Make a Healthy Start
COMMUNITYCARE HMO – QUICK START GUIDE

Coverages for every stage of life™
Welcome!

Now that you’re a part of the Health Net family, you’ll want to make the most of all your new health plan has to offer.

For specific plan information please refer to your Plan Contract and Evidence of Coverage included in this welcome packet.

Important things you need to know about your health coverage

1. Use the CommunityCare HMO Individual & Family Plan provider network.
2. Set up your online member account.
3. Get your identification (ID) card.
4. Know where to get care.
5. Fill your prescriptions.
6. Use our wellness programs to help you stay strong.
7. Pay your monthly premium.
8. Know who to contact.
Use the CommunityCare HMO Individual & Family Plan Provider Network

When you need to access care, your plan uses providers from the CommunityCare HMO Individual & Family Plan network. These include doctors, specialists and hospitals.

Any services you get from out-of-network providers are not covered (except for emergency or urgent care and services approved by Health Net).

Your physician group and primary care physician (PCP)
You may have picked a physician group and PCP when you enrolled. If you did not, one was assigned to you from the CommunityCare HMO network. Your physician group and PCP’s names are listed on your Health Net member ID card. If you want to change your PCP, log in to your member account at myhealthnetca.com (see page 3), then go to Select/Change PCP.

Your PCP helps you stay healthy and takes care of you when you are sick. If you need to see a specialist or other providers you must receive a referral from your PCP first. Self-referrals are allowed for obstetrician and gynecological services, and reproductive and sexual health care services.

Remember to have your PCP select specialists and providers from the CommunityCare HMO Individual & Family Plan network.

To find providers, visit www.myhealthnetca.com and click on Find a Doctor.
Set Up Your Online Member Account

This site is set up to help you explore your Health Net plan benefits and services.

To set up your account, go to myhealthnetca.com and follow the instructions to register/create an account. You will need your member ID number or your Social Security number to register. Once your account is set up and your health coverage begins, you can:

- Print a temporary ID card or order a new card.
- Pay your bill.
- Find a doctor, urgent care or hospital in your network.
- Change your PCP.
- Review your health plan and pharmacy benefits.
- Use our online programs to help you manage weight or stop smoking.
- And more.

Get Your Member ID Card

You will get a Health Net member ID card in the mail if you are a new member or if info about your health coverage has changed.

Your ID card includes:

- Your member ID #.
- Effective date of your health coverage.
- Your physician group, PCP name and contact info.

Show this card to your provider when you get services. If you have not received your ID card by your effective date and you need services, please call the Customer Contact Center:

- Call 1-800-839-2172 (TTY: 711) if you enrolled directly with Health Net.
- Call 1-888-926-4988 (TTY: 711) if you enrolled through Covered California™.
Know Where to Get Care

Your plan offers a variety of ways to get the care you need, when you need it.

**At a doctor’s office**

Your primary care doctor (PCP)

Go to your PCP for routine and preventive care, such as annual wellness exams, illness, vaccinations, and general medical care.

Your PCP’s name and number are on your Health Net ID card.

Other in-network providers

Get care from other doctors, specialists or providers (like urgent care or hospitals) in your network. PCP referral is required except for emergency care, urgent care and services approved by Health Net.¹ ²

To find providers in the CommunityCare HMO network, visit www.myhealthnetca.com and click on Find a Doctor.

MHN network providers

Use an MHN provider for counseling, psychotherapy, treatment for addiction, psychiatric services. PCP referral is not required.

Find an MHN provider at www.mhn.com/members.html, or call the Mental Health Benefits number listed on your Health Net ID card.

**24/7 Teladoc**

Use Teladoc for phone or online video consults with a Teledoc doctor or therapist. Ideal when you can’t meet with your PCP or their office is closed.¹

Call 1-800-Teladoc (1-800-835-2362). Set up your account at www.teladoc.com/hn.

**24/7 Nurse advice line**

Get advice from a registered nurse on whether to seek medical care or how to care for illness and injury at home, like self-care for minor injuries and illness like fevers and the flu.¹

Call 1-800-893-5597 (TTY: 711).

**Urgent care centers**

Get same-day care for non-emergency illnesses or injuries.¹

Visit www.myhealthnetca.com and click on Find a Doctor to search for a CommunityCare HMO network urgent care location near you.

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¹Go straight to the nearest emergency room or call 911 if you have an emergency.

²Self-referrals are allowed for obstetrician and gynecological services, and reproductive and sexual health care services. There is no coverage for out-of-network services except for emergency care, urgent care and services approved by Health Net.
Know Your Benefits and Understand Your Costs

Knowing what your plan covers is important. In addition to your monthly premium, you pay a portion of 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 your Plan Contract and Evidence of Coverage included in this Welcome Kit. You can also refer to your Summary of Benefits and Coverage (SBC) document. For a copy of your SBC, go to myhealthnetca.com, then under Our Health Plans, select Plan Materials.

**Estimate costs and compare care options**

*Use our cost estimator tool to find out estimated costs* for health care services and your out-of-pocket medical expenses. With this tool, you can compare estimated costs to **find the best prices**. Get estimated average costs for hospital stays, surgeries, X-rays, and more.

To use the tool, log in to your member account at myhealthnetca.com. Click View Benefits, then Estimate Costs and Compare Care Options.
Fill Your Prescriptions

Make sure your doctor prescribes you medicine on the **Health Net Essential Rx Drug List**.

The Essential RX drug list can be found at myhealthnetca.com under the Pharmacy Information section. Please note, your doctor should get prior approval from Health Net before prescribing some drugs. Then, use pharmacies in your health plan’s network – **Advanced Choice Pharmacy Network**.

For info you’ll need about prescription drugs, see the Plan Contract and Evidence of Coverage in this Welcome Kit.

To find a pharmacy:
1. Go to myhealthnetca.com
2. Select Pharmacy Information, then Find a Pharmacy.
Use Our Wellness Programs to Help You Stay Strong

Wellness coaching for healthy habits
Get on track and stay there 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.

Get emotional support through 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.

Take the Health Risk Questionnaire and earn $50
Invest in your health and we’ll invest in you:
2. Schedule your annual preventive care physical exam.
3. Share your HRQ report with your PCP.
4. 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.
5. Then we’ll send you a $50 gift certificate, valid with hundreds of popular retailers!

Get a fitness center membership through Active&Fit Direct™
Your health plan comes with Active&Fit Direct3 – 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.

3 Members must be age 18 or older to take part. There is a three-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.
Pay Your Monthly Premium

Your premium (or “bill”) is the amount you pay each month for your health coverage. There are many ways to pay your premium. Just make sure you pay before the first day of every month to keep your health coverage active. Choose the premium payment method that works for you!

Pay online
1. Pay monthly. Just log in to your member account at myhealthnetca.com (see page 3) each month before your premium is due and follow the instructions. It’s secure and easy!
2. Enroll in automatic bill pay using your prepaid debit card, bank debit card, bank account, or credit card.
3. Make a quick payment. Visit myhealthnetca.com and go to Pay My Bill, then select Pay your bill now. No log in required.

Pay with MoneyGram®
1. Find a MoneyGram location near you by visiting MoneyGram.com or calling 1-800-926-9400.
2. Remember to bring:
   • Cash for your premium payment. Health Net will pay your MoneyGram transaction fee!
   • Your Health Net member ID number.
   • Receive code: 16375
3. Fill out the blue MoneyGram ExpressPayment® form and use the MoneyGram phone or kiosk to complete your premium payment.
   Ask a store employee if you need any help in making your premium payment.
   To learn more about making your Health Net invoice payment using MoneyGram, visit www.moneygram.com/us/en/how-to-pay-bills.

Pay by mail
Send a check or money order to the address listed on your billing invoice payment coupon. Remember to write your policy number (listed on your invoice) on the check or money order. Tear off the premium payment coupon from the billing invoice and mail it with your premium payment.

Pay by phone 24/7
Call us at 1-800-539-4193 and use our interactive voice response (IVR) system to make a premium payment quickly. You can also call our Customer Contact Center to make a premium payment.
Know Who to Contact

*Health Net is here to help you when you have questions about your Health Net plan.*

**For all CommunityCare HMO Health Net members**

Call the Health Net Customer Contact Center when you need to:

- Ask questions about benefits and eligibility.
- Get help finding resources.
- Find info on billing and premium payments.
- Change your PCP.
- Get claims info.

Health Net’s Customer Contact Center has two numbers, depending on how you enrolled:

1. **Call 1-800-839-2172 (TTY: 711)** if you enrolled directly with Health Net.
2. **Call 1-888-926-4988 (TTY: 711)** if you enrolled through Covered California.

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

**If you enrolled through Covered California**

Contact Covered California to:

- Update your address and contact info.
- Report any changes to your income.
- Update info, such as citizenship and proof of where you live.
- Make changes to your health coverage.
- Ask questions about financial help.
- Cancel your health coverage.
- Request a copy of your Form 1095-A.

Call Covered California at 1-800-300-1506 or visit CoveredCA.com.
Your journey begins.

myhealthnetca.com
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).

Japanese

Khmer
សេវាភាសាសោយឥតគតថ្លៃ។ សោកអ្នកទទួលបានអ្នកបកប្បផ្ មាត។ សោកអ្នកអាចសែកអ្នកជាភាសារបេសោកអ្នក។ េ្មាប នួយ េមសៅទរេពទាសៅកានមជ្ឈមណលទំនាកទំនងអត្ឌជធ្ជនតាមសលខបែលមានសៅសលប ្ណ គា នរបេសោកអ្នក ឬសៅទរេពទាសៅកានកម្មវ េមា លៃ  Off Exchangeខល ណរបេគស្មាងជាលក្ខណៈបុគលនង្ករុម្គរួសារ (IFP) តាមរយៈសលខ ធទ 1-800-839-2172 (TTY: 711)។ េ្មាប ផ្សាររែ្ឋ California េមសៅទរេពទាសៅកានកម្មវ On Exchange រេគស្មាង IFP តាមរយៈសលខ ធទ 1-888-926-4988 (TTY: 711) ឬ្ករុមហនអាជវកម្មខ្ ្ន តតចតាមរយៈសលខ 1-888-926-5133 (TTY: 711)។ េ្មាបគស្មាងជា្ករុមតាមរយៈ Health Net េមសៅទរេពទាសៅកានសលខ 1-800-522-0088 (TTY: 711)។

Korean

Navajo

Persian (Farsi)
**Panjabi (Punjabi)**

ਬਿਨਾਂ ਬਿਸੇ ਲਾਗਤ ਵਾਲੀਆਂ ਭਾਸਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਬਾਸੀ ਦਾ ਸੇਵਾ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਵੋਂ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸਾ ਵੱਚ ਪ੍ਰਧਾਨ ਕੀਤੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਰਡ ਤੇ ਬਦਲੇ ਨਹੀਂ ਗਾਹਿ ਸਪਕਰਨ ਨੂੰ ਦਸਤਾਵੇਜ਼ ਕੀਤੇ ਜਾਣ ਵਾਲੀਆਂ ਦੀ ਜਨਰਲ ਲੜੀਆਂ (IFP) ਫੋਨ ਨੰਬਰ ਦਾ ਵੀ ਬਨਾਉਣਾ ਚਾਹੁੰਦੇ ਹਨ: 1-800-839-2172 (TTY: 711). 

**Russian**


**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 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**

Vietnamese

CA Commercial On and Off-Exchange Member Notice of Language Assistance

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