



Health Net Life Insurance Company (Health Net)

INDIVIDUAL & FAMILY PLANS

# Make a Healthy Start

PURECARE ONE EPO – QUICK START GUIDE



Coverage 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 Policy included in this welcome packet.

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## Important things you need to know about your health coverage

- 1** Use the PureCare One EPO 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.



# 1 Use the PureCare One EPO Individual & Family Plan Provider Network

*When you need to access care, your plan uses providers from the **PureCare One EPO 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 primary care physician (PCP)**

You may have picked a PCP when you enrolled. If you did not, one was assigned to you from the PureCare One EPO network. Your PCP's name is listed on your Health Net member ID card. If you want to change your PCP, log in to your member account at [myhealthnetca.com](http://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, your PCP can help guide you, but you do not need a referral from your PCP to see a specialist.

**Remember to select specialists from the PureCare One EPO Individual & Family Plan network.**



To find providers, visit  
[www.myhealthnetca.com](http://www.myhealthnetca.com)  
and click on *Find a Doctor*.



## 2 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.**



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## 3 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 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™.**

# 4 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. No PCP referral required.

**To find providers in the PureCare One EPO network, visit [www.myhealthnetca.com](http://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](http://www.mhn.com/members.html), or call the Mental Health Benefits number listed on your Health Net ID card.**



## At home

### Heal

Schedule a visit from a Heal doctor for primary, preventive and urgent care "house calls." A Heal doctor will come to you at your home, office or hotel, 8:00 a.m.–8:00 p.m., seven days a week. *Available by appointment in select urban areas.*

**Call 1-844-644-4325 or visit [www.heal.com/healthnet](http://www.heal.com/healthnet).**

### 24/7 Teladoc

Use Teladoc for phone or online video consults with a Teladoc doctor or therapist. Ideal when you can't meet with your PCP or their office is closed.<sup>1</sup>

**Call 1-800-Teladoc (1-800-835-2362). Set up your account at [www.teladoc.com/hn](http://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.<sup>1</sup>

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



## In a clinic

### Walk-in retail clinics

Go to a walk-in retail clinic, such as MinuteClinics (found in select CVS Pharmacy stores), when you need in-person care for common illnesses and preventive care.<sup>1</sup>

**Visit [www.cvs.com/minuteclinic](http://www.cvs.com/minuteclinic) to search for locations near you.**

### Urgent care centers

Get same-day care for non-emergency illnesses or injuries.<sup>1</sup>

**Visit [www.myhealthnetca.com](http://www.myhealthnetca.com) and click on *Find a Doctor* to search for a PureCare One EPO network urgent care location near you.**



**You are in the PureCare One EPO Individual & Family Plan network.**

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



## 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 Policy 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](http://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](http://myhealthnetca.com). Click *View Benefits*, then *Estimate Costs and Compare Care Options*.





# 5 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](http://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 – **Standard Pharmacy Network**.

*For info you'll need about prescription drugs, see the Policy in this Welcome Kit.*



## To find a pharmacy:

1. Go to [myhealthnetca.com](http://myhealthnetca.com)
2. Select **Pharmacy Information**, then **Find a Pharmacy**.
3. Select **Standard Pharmacy Network**.





# 6 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<sup>®</sup> 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](http://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](http://www.mystrength.com/hnwell).

## Take the Health Risk Questionnaire and earn \$50

Invest in your health and we'll invest in you:

1. **Just complete a Health Risk Questionnaire (HRQ) in 2020.**
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<sup>™</sup>

Your health plan comes with Active&Fit Direct<sup>2</sup> – 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](http://www.myhealthnetca.com) and click on *Wellness Center*.

<sup>2</sup>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.

# 7 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!***



Sign up for paperless billing to receive your monthly invoices online.

## Pay online

1. **Pay monthly.** Just log in to your member account at [myhealthnetca.com](http://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](http://myhealthnetca.com) and go to *Pay My Bill*, then select *Pay your bill now*. No log in required.

## 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.

## Pay with MoneyGram®

1. **Find a MoneyGram location near you** by visiting [MoneyGram.com](http://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](http://www.moneygram.com/us/en/how-to-pay-bills).*

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# 8 Know Who to Contact

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

## For all PureCare One EPO 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](https://www.CoveredCA.com).**





Your  
journey begins.

[myhealthnetca.com](https://myhealthnetca.com)

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## Nondiscrimination Notice

Health Net Life Insurance Company (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) Covered Persons On Exchange/Covered California** 1-888-926-4988 (TTY: 711)

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

**Individual & Family Plan (IFP) Applicants** 1-877-609-8711 (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 Life Insurance Company Appeals & Grievances  
PO Box 10348  
Van Nuys, CA 91410-0348

Fax: 1-877-831-6019

Email: [Member.Discrimination.Complaints@healthnet.com](mailto:Member.Discrimination.Complaints@healthnet.com) (Covered Persons) or  
[Non-Member.Discrimination.Complaints@healthnet.com](mailto:Non-Member.Discrimination.Complaints@healthnet.com) (Applicants)

You may submit a complaint by calling the California Department of Insurance at 1-800-927-4357 or online at <https://www.insurance.ca.gov/01-consumers/101-help/index.cfm>.

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).

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

## English

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call the Customer Contact Center at the number on your ID card or call Individual & Family Plan (IFP) Off Exchange: 1-800-839-2172 (TTY: 711). For California marketplace, call IFP On Exchange 1-888-926-4988 (TTY: 711) or Small Business 1-888-926-5133 (TTY: 711). For Group Plans through Health Net, call 1-800-522-0088 (TTY: 711).

## Arabic

خدمات لغوية مجانية. يمكننا أن نوفر لك مترجم فوري. ويمكننا أن نقرأ لك الوثائق بلغتك. للحصول على المساعدة اللازمة، يرجى التواصل مع مركز خدمة العملاء عبر الرقم المبين على بطاقتك أو الاتصال بالرقم الفرعي لخطة الأفراد والعائلة: (TTY: 711) 1-800-839-2172. للتواصل في كاليفورنيا، يرجى الاتصال بالرقم الفرعي لخطة الأفراد والعائلة عبر الرقم: (TTY: 711) 1-888-926-4988. لخطط المجموعة عبر Health Net، يرجى الاتصال بالرقم (TTY: 711) 1-800-522-0088.

## Armenian

Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող են կարդալ ձեր լեզվով: Օգնության համար զանգահարեք Հաճախորդների սպասարկման կենտրոն ձեր ID քարտի վրա նշված հեռախոսահամարով կամ զանգահարեք Individual & Family Plan (IFP) Off Exchange՝ 1-800-839-2172 հեռախոսահամարով (TTY՝ 711): Կալիֆոռնիայի համար զանգահարեք IFP On Exchange՝ 1-888-926-4988 հեռախոսահամարով (TTY՝ 711) կամ Փոքր բիզնեսի համար՝ 1-888-926-5133 հեռախոսահամարով (TTY՝ 711): Health Net-ի Խմբային ծրագրերի համար զանգահարեք 1-800-522-0088 հեռախոսահամարով (TTY՝ 711):

## 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 दुभाषिया प्राप्त कर सकते हैं। आप दस्तावेजों को अपनी भाषा में पढ़वा सकते हैं। मदद के लिए, अपने आईडी कार्ड में दिए 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। कैलिफोर्निया बाजारों के लिए, आईएफपी ऑन एक्सचेंज 1-888-926-4988 (TTY: 711) या स्मॉल बिजनेस 1-888-926-5133 (TTY: 711) पर कॉल करें। हेल्थ नेट के माध्यम से ग्रुप प्लान के लिए 1-800-522-0088 (TTY: 711) पर कॉल करें।

## Hmong

Tsis Muaj Tus Nqi Pab Txhais Lus. Koj tuaj yeem tau txais ib tus kws pab txhais lus. Koj tuaj yeem muaj ib tus neeg nyeem cov ntaub ntauv rau koj ua koj hom lus hais. Txhawm rau pab, hu xovtoo rau Neeg Qhua Lub Chaw Tiv Toj Ntawm tus npawb nyob ntawm koj daim npav ID lossis hu rau Tus Neeg thiab Neeg Qhov Kev Npaj (IFP) Ntawm Kev Sib Hloov Pauv: 1-800-839-2172 (TTY: 711). Rau California qhov chaw kiab khw, hu rau IFP Ntawm Qhov Sib Hloov Pauv 1-888-926-4988 (TTY: 711) lossis Lag Luam Me 1-888-926-5133 (TTY: 711). Rau Cov Pab Pawg Chaw Npaj Kho Mob hla Health Net, hu rau 1-800-522-0088 (TTY: 711).



## Japanese

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。

## Khmer

សេវាភាសាដោយឥតគិតថ្លៃ។ លោកអ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ លោកអ្នកអាចស្តាប់គេអានឯកសារឱ្យលោកអ្នកជាភាសារបស់លោកអ្នក។ សម្រាប់ជំនួយ សូមហៅទូរស័ព្ទទៅកាន់មជ្ឈមណ្ឌលទំនាក់ទំនងអតិថិជនតាមលេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក ឬហៅទូរស័ព្ទទៅកាន់កម្មវិធី Off Exchange របស់គម្រោងជាលក្ខណៈបុគ្គល និងក្រុមគ្រួសារ (IFP) តាមរយៈលេខ៖ 1-800-839-2172 (TTY: 711)។ សម្រាប់ទីផ្សាររដ្ឋ California សូមហៅទូរស័ព្ទទៅកាន់កម្មវិធី On Exchange របស់គម្រោង IFP តាមរយៈលេខ 1-888-926-4988 (TTY: 711) ឬក្រុមហ៊ុនអាជីវកម្មខ្នាតតូចតាមរយៈលេខ 1-888-926-5133 (TTY: 711)។ សម្រាប់គម្រោងជាក្រុមតាមរយៈ Health Net សូមហៅទូរស័ព្ទទៅកាន់លេខ 1-800-522-0088 (TTY: 711)។

## Korean

무료 언어 서비스입니다. 통역 서비스를 받으실 수 있습니다. 문서 낭독 서비스를 받으실 수 있으며 일부 서비스는 귀하가 구사하는 언어로 제공됩니다. 도움이 필요하시면 ID 카드에 수록된 번호로 고객센터 센터에 연락하시거나 개인 및 가족 플랜(IFP)의 경우 Off Exchange: 1-800-839-2172(TTY: 711)번으로 전화해 주십시오. 캘리포니아 주 마켓플레이스의 경우 IFP On Exchange 1-888-926-4988(TTY: 711), 소규모 비즈니스의 경우 1-888-926-5133(TTY: 711)번으로 전화해 주십시오. Health Net을 통한 그룹 플랜의 경우 1-800-522-0088(TTY: 711)번으로 전화해 주십시오.

## Navajo

Doo bą́ąh ílínígóó saad bee háká ada'iiyeed. Ata' halne'ígíí da ła' ná hádídóot'íí. Naaltsoos da t'áá shí shizaad k'éhjí shichí' yídooltah nínízingo t'áá ná ákódoolníí. Ákót'éego shíká a'doowoł nínízingo Customer Contact Center hoolyéhíjí' hodíílnih ninaaltsoos nanitingo bee néého'dolzinígíí hodoonihjí' bikáá' éí doodago kojí' hólne' Individual & Family Plan (IFP) Off Exchange: 1-800-839-2172 (TTY: 711). California marketplace báhígíí kojí' hólne' IFP On Exchange 1-888- 926-4988 (TTY: 711) éí doodago Small Business báhígíí kojí' hólne' 1-888-926-5133 (TTY: 711). Group Plans through Health Net báhígíí éí kojí' hólne' 1-800-522-0088 (TTY: 711).

## Persian (Farsi)

خدمات زبان بدون هزینه. می توانید یک مترجم شفاهی بگیرید. می توانید درخواست کنید اسناد به زبان شما برایتان خوانده شوند. برای دریافت کمک، با مرکز تماس مشتریان به شماره روی کارت شناسایی یا طرح فردی و خانوادگی (IFP) Off Exchange) به شماره: 1-800-839-2172 (TTY:711) تماس بگیرید. برای بازار کالیفرنیا، با IFP On Exchange شماره 1-888-926-4988 (TTY:711) یا کسب و کار کوچک 1-888-926-5133 (TTY:711) تماس بگیرید. برای طرح های گروهی از طریق Health Net، با 1-800-522-0088 (TTY:711) تماس بگیرید.

### **Punjabi (Punjabi)**

ਬਿਨਾਂ ਕਿਸੇ ਲਾਗਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਸੇਵਾ ਹਾਸਲ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਗਾਹਕ ਸੰਪਰਕ ਕੇਂਦਰ ਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਵਿਅਕਤੀਗਤ ਅਤੇ ਪਰਿਵਾਰਕ ਯੋਜਨਾ (IFP) ਔਫ਼ ਐਕਸਚੇਂਜ 'ਤੇ ਕਾਲ ਕਰੋ: 1-800-839-2172 (TTY: 711)। ਕੈਲੀਫੋਰਨੀਆ ਮਾਰਕਿਟਪਲੇਸ ਲਈ, IFP ਐਨ ਐਕਸਚੇਂਜ ਨੂੰ 1-888-926-4988 (TTY: 711) ਜਾਂ ਸਮੇਲ ਬਿਜਨੇਸ ਨੂੰ 1-888-926-5133 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਹੈਲਥ ਨੈੱਟ ਰਾਹੀਂ ਸਾਮੂਹਿਕ ਪਲੇਨਾਂ ਲਈ, 1-800-522-0088 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

### **Russian**

Бесплатная помощь переводчиков. Вы можете получить помощь переводчика. 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 (IFP) Off Exchange 1-800-839-2172 (TTY: 711). Участники планов от California marketplace: звоните в отдел помощи участникам представленных на федеральном рынке планов IFP(On Exchange) по телефону 1-888-926-4988 (TTY: 711) или в отдел планов для малого бизнеса (Small Business) по телефону 1-888-926-5133 (TTY: 711). Участники коллективных планов, предоставляемых через Health Net: звоните по телефону 1-800-522-0088 (TTY: 711).

### **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**

Walang Bayad na Mga Serbisyo sa Wika. Makakakuha kayo ng interpreter. Makakakuha kayo ng mga dokumento na babasahin sa inyo sa inyong wika. Para sa tulong, tumawag sa Customer Contact Center sa numerong nasa ID card ninyo o tumawag sa Off Exchange ng Planong Pang-indibidwal at Pampamilya (Individual & Family Plan, IFP): 1-800-839-2172 (TTY: 711). Para sa California marketplace, tumawag sa IFP On Exchange 1-888-926-4988 (TTY: 711) o Maliliit na Negosyo 1-888-926-5133 (TTY: 711). Para sa mga Planong Pang-grupo sa pamamagitan ng Health Net, tumawag sa 1-800-522-0088 (TTY: 711).

### **Thai**

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังเป็นภาษาของคุณได้ หากต้องการความช่วยเหลือ โทรหาศูนย์ลูกค้าสัมพันธ์ได้ที่หมายเลขบนบัตรประจำตัวของคุณ หรือโทรหาฝ่ายแผนบุคคลและครอบครัวของเอกชน (Individual & Family Plan (IFP) Off Exchange) ที่ 1-800-839-2172 (โหมด TTY: 711) สำหรับเขตแคลิฟอร์เนีย โทรหาฝ่ายแผนบุคคลและครอบครัวของรัฐ (IFP On Exchange) ได้ที่ 1-888-926-4988 (โหมด TTY: 711) หรือ ฝ่ายธุรกิจขนาดเล็ก (Small Business) ที่ 1-888-926-5133 (โหมด TTY: 711) สำหรับแผนแบบกลุ่มผ่านทาง Health Net โทร 1-800-522-0088 (โหมด TTY: 711)



**Vietnamese**

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có một phiên dịch viên. Quý vị có thể yêu cầu được đọc cho nghe tài liệu bằng ngôn ngữ của quý vị. Để được giúp đỡ, vui lòng gọi Trung Tâm Liên Lạc Khách Hàng theo số điện thoại ghi trên thẻ ID của quý vị hoặc gọi Chương Trình Bảo Hiểm Cá Nhân & Gia Đình (IFP) Phi Tập Trung: 1-800-839-2172 (TTY: 711). Đối với thị trường California, vui lòng gọi IFP Tập Trung 1-888-926-4988 (TTY: 711) hoặc Doanh Nghiệp Nhỏ 1-888-926-5133 (TTY: 711). Đối với các Chương Trình Bảo Hiểm Nhóm qua Health Net, vui lòng gọi 1-800-522-0088 (TTY: 711).

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

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