



Health Net of California, Inc. (Health Net)

INDIVIDUAL & FAMILY PLANS

Make a Healthy Start

COMMUNITYCARE HMO –
2021 QUICK START GUIDE



Coverage for
every stage of life™



Welcome!

Whether you're new to the Health Net family, new to this type of health coverage, or a renewing member, you'll want to make the most of all your health plan has to offer.

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

Get started using your health coverage.

- 1** Find doctors and facilities in your network.
- 2** Set up your online member account.
- 3** Get your ID card.
- 4** Learn 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 Find Doctors and Facilities in Your 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

Every member has a doctor who is their Primary Care Physician (PCP or primary doctor). 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.

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*.

Don't forget 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*.



2 Set Up Your Online Member Account

This site is here to help you understand and manage your Health Net plan.

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 primary doctor/PCP.**
- **Review your health plan and pharmacy benefits.**
- **Find programs to help you manage weight or stop smoking.**
- **And more.**



3 Get Your Member ID Card

All new members will get a Health Net member ID card in the mail.

Your ID card includes:

- **Your member ID #.**
- **Starting 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 1-888-926-4988 (TTY: 711) if you enrolled through Covered California™.**
- **Call 1-800-839-2172 (TTY: 711) if you enrolled directly with Health Net.**

4 Learn 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



At home



In a clinic

Your primary doctor

Go to your primary doctor (also called your primary care physician or PCP) for routine and preventive care. This includes annual wellness exams, illness, vaccinations, and general medical care.

Your primary doctor'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. Your primary doctor's 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

Get mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your primary doctor. And, you can check to see if you can obtain your sessions by phone or videochat.

Find a therapist or psychiatrist at www.mhn.com/members.html, or call the Mental Health Benefits number listed on your Health Net ID card.

Telehealth

See if your CommunityCare HMO doctor offers telehealth services. Telehealth services through your doctor are subject to the same copayments as if the service was delivered in person.

You can also use Babylon App for phone or online video consults with a telehealth doctor or therapist. Ideal when you can't meet with your primary doctor or their office is closed.¹

Download the Babylon app in the Apple App Store or Google Play. Use member code: HNCOM

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).

Walk-in retail clinics

Go to a walk-in retail clinic, such as MinuteClinics (found in select CVS Pharmacy stores), when you need care for common illnesses.¹ **Visit www.cvs.com/minuteclinic to search for locations near you.**

Urgent care centers

Get same-day care for non-emergency illnesses or injuries.¹ Some urgent care centers now offer **X-rays and lab tests**, too.

To find an urgent care center in your CommunityCare HMO network, visit www.myhealthnetca.com and click on *Find a Doctor*.



You are in the **CommunityCare HMO Individual & Family Plan** network.

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.



Understand Your Benefits and Costs

Knowing what your plan covers is important. In addition to your monthly bill (also called a “premium”), you pay a portion of costs when you use covered services. These are called out-of-pocket costs. Your out-of-pocket costs are different depending on which health plan you have.

Find details about your share of out-of-pocket costs including copayments, coinsurance and deductibles 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

Our cost estimator tool lets you compare estimated costs. 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:

1. Log in to your member account at **myhealthplan.com**.
2. Click *View Benefits*.
3. Click *Estimate Costs*.
4. Click *Compare Care Options*.



5 Fill Your Prescriptions

When your doctor prescribes you medicine (drugs) there are a few things you need to know.



Use pharmacies in the network

You must find and use a pharmacy in Health Net's Advanced Choice Network in order for your prescription to be covered.

To find a pharmacy in your area:

1. Go to myhealthnetca.com
2. Select *Pharmacy Information*, then *Find a Pharmacy*.
3. Select *Advanced Choice Network*.

Refer to the Essential RX Drug List

Health Net's Essential Rx Drug List (or formulary) is a list of covered drugs selected by Health Net, along with a team of health care providers. These drugs are included because they are believed to be a key part of a quality treatment plan. The drug lists are updated regularly and may change.

The Essential RX Drug List can be found at www.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.

Ask your doctor about generic drugs that may work for you. Generic drugs are proven to be safe, effective, and typically cost less than brand-name drugs.

If you take medicine for a long-term medical condition, you may be able to fill your prescription through our mail order pharmacy program. A 90-day supply is available. Some drugs may not be available through the mail order pharmacy program.

For more detailed information about prescription drugs, see the Plan Contract and Evidence of Coverage in this welcome packet.



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[®] 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

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:

1. **Log in to your online account to complete a Health Risk Questionnaire (HRQ) in 2021.**
2. **Call your primary doctor and schedule your annual preventive care physical exam.**
3. **Share your HRQ report with your primary doctor.**
4. **After your primary doctor visit, log back in to your online account and click on the link that confirms you've shared your results with your primary doctor.**
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 \$29.99 a month (plus a \$29.99 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*.

³Members 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 (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 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 automated system to make a premium payment quickly. If you need assistance, you can also call our Customer Contact Center.

Pay with MoneyGram®

- 1. Find a MoneyGram location near you** by visiting MoneyGram.com or calling 1-800-926-9400.
- 2. You will need:**
 - Cash for your premium payment. **Health Net covers 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.

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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 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 primary doctor/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 a.m.–7 p.m., and Saturdays 8 a.m.–5 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

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