Health & Wellness
Programs and Services
A Guide for Members

Andre Hamil,
Health Net
We help you make informed decisions.
Pursuing better health is our best defense against chronic medical conditions. That’s why we created Decision Power®: Health & Wellness. With personalized tools and achievable goals, you can feel confident in your ability to make positive and lasting behavioral changes.

**A bridge to healthy actions**
Decision Power is a set of programs, created to engage people in their health. What you get is a bridge between knowing how to improve your health and wellness, and gaining the support and confidence to take action.

Our Decision Power programs encompass health and wellness, disease management, case management, and women and children’s health.

**Health & Wellness online**
You can access most Decision Power: Health & Wellness programs and services anytime, anywhere. Look for the icon throughout this brochure to identify programs with online access.
Healthy lifestyle

Health Risk Questionnaire and Personal Health Record

Staying healthy is as important as getting better. That's why we offer tools like our Health Risk Questionnaire (HRQ) and Personal Health Record (PHR).

These self-directed, preventive care resources connect you to personalized information about your behavioral and medical health risks, along with a personalized action plan.

Based on your unique health needs, you'll receive recommendations to programs and resources to help you better manage your health and promote healthy habits. You can also opt in to receive emails with updates and valuable program information.

You can access the HRQ online by logging in to www.healthnet.com (Group members) or www.myhealthnetca.com (Individual & Family Plan members). After logging in, click on Wellness Center. Under Don’t Forget to Take Your HRQ!, click on Take the Quiz Now.

myStrength – strengthening mind, body and spirit

myStrength is a confidential online resource, personalized to help improve your mood. The program’s self-help tools are designed to help empower you to become – and stay – mentally and physically healthy. myStrength supports whole-person health, addressing topics like pain management, substance use, insomnia, depression, and anxiety.

Here are some program highlights:

- In-the-moment tracking.
- Interactive tools.
- Immediate stress-relieving tips.
- Weekly action plans.
- A variety of mood-improving activities.
- Daily inspiration.
- Mobile app.
- Step-by-step eLearning modules.
- A site that’s highly confidential and HIPAA-compliant1 – for member privacy!
- All this is included at no additional cost!

Signing up is easy

If you’re a group member, log in to www.healthnet.com. If you’re an Individual & Family Plan member, log in to www.myhealthnetca.com. After logging in, click on Wellness Center. Under myStrength, click on Discover myStrength, then Go to myStrength from Health Net.

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1Health Insurance Portability and Accountability Act, a 1996 federal law that restricts access to individuals’ private medical information.
Health Promotion programs
Looking for a more flexible way to improve your health and wellness – on your own terms? Then these comprehensive behavior-change programs may be ideal. Our Health Promotion programs offer a self-directed, online path to achieving and maintaining health goals.

These programs include achievable goals, personalized to your preferences and interests. Program topics include:

- Reach a Healthy Weight.
- Improve Your Diet.
- Feel Less Stress.
- Be More Active.
- Live Tobacco-Free.
- Managing Type 2 Diabetes.
- Managing High Blood Pressure.

Each program focuses on one health topic and includes a to-do list of action items to help you reach your goals. And these programs are available online, so you can take steps for positive and lasting change when and where it’s most convenient!

Online seminars
You’ll have fun with our engaging seminars, which cover important health topics, while helping you take steps to live a healthier lifestyle. A new seminar is available the first of each month. Each complimentary seminar contains a topic-related article for easy printing.

Wellness health coaching
You can improve your health by interacting with a virtual health coach online or by engaging with a live health professional by telephone. Coaching outreach is driven by your specific needs. The program offers flexible communication, including secure email, eLearning modules and telephone. The online features include coaching tools like journaling, goal-setting and exercise/food trackers.

Healthy Pregnancy program
As a participant in the Healthy Pregnancy program, you’ll access a range of specialized tools, including free educational resources and phone support, and case management (for women with high-risk pregnancies), to ensure you get the care you need.

Quit For Life®
The Quit For Life tobacco cessation program covers any type of tobacco, lets you talk with a quit coach for encouragement and support, and offers a personalized plan to quit. Here are some highlights of the program:

- **In-depth assessment and personalized cessation plans**, with medication support recommendations.
- **Up to four proactive, one-on-one counseling calls**, plus unlimited calls to our program clinicians.
- Quit For Life participant toolkit – Quit Guide.
- Helpful toolkit for family and friends – Ally Guide.
- Access to our Text2Quit tool.
**Online chronic condition resources**

If you have an existing health condition, we offer online informational centers with tools and resources to help you stay healthy for the long term. You’ll access articles, videos and interactive tools, all organized by condition. Conditions include diabetes, heart disease, high cholesterol, asthma, high blood pressure, cancer, and more.

**Disease Management program**

Health Net’s telephonic Disease Management program provides support to members with chronic conditions. Through personalized interventions and contemporary behavior change methodologies, Health Net’s experienced staff can assist high-risk individuals diagnosed with chronic health conditions to better manage their conditions through education, empowerment and support. Health Net’s Disease Management programs include Heart Failure, Chronic Obstructive Pulmonary Disease, Coronary Artery Disease, Diabetes, and Asthma.

**Smart treatment decisions**

- **Smart Treatment Decisions** is an online resource that offers decision points about:
  - Medical tests.
  - Medicines.
  - Surgeries.
  - Treatments and other issues.

With these decision points, you can focus on making informed health decisions by considering the benefits, risks and costs of each option, as well as how you feel about your condition.

**Medications**

With this tool, you’ll learn about side effects, interactions, precautions, and more, including details about taking medications as prescribed, and tools to help you make better-informed decisions about medications.

**Surgeries and procedures**

Before making a decision about having surgery or a major procedure, you can use this tool to get informed and learn the basics about what to expect with different types of surgeries and procedures.

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**Our newest program: Take Charge of Your Health**

Our newest virtual coaching program, Take Charge of Your Health, helps you better manage your chronic medical conditions through tailored wellness strategies and healthy behaviors you can stick to.

You’ll follow a self-paced, online set of actions that count toward milestones and encourage you to take a more active role in your health.

Type 2 diabetes and high blood pressure management are the first conditions supported under this new focus area with additional conditions soon to follow.
More tools and resources

Nurse Advice Line
You can reach out to a clinician – 24 hours a day – and get instant support via telephone or by using the online chat system to ask questions in real time. You’ll also get answers to questions about symptoms, minor illnesses or injuries, chronic conditions, medical tests, and medications.

Interactive health conversations
You can interact and get inspired with virtual health advisors. You’ll engage in short virtual conversations on a host of health-related topics, including:
• Getting active.
• Healthy weight.
• Dealing with stress.
• Sleeping well.
• Preventing falls.
• Quitting smoking.

To get started with interactive health conversations:
• Log in to www.healthnet.com (Group members) or www.myhealthnetca.com (Individual & Family Plan members).
• Click on Wellness Center.
• Click on Explore All Wellness Tools.
• Click on the Member Resource Center tab.
• From the drop-down, click on Wellness Resources and then Conversations.

Progress trackers
You’ll stay up-to-date on important lifestyle habits using a variety of online tracking tools. Our progress trackers are available for blood pressure, cholesterol, HbA1c, exercise, stress management, and more. You can access these trackers individually as standalone tools or as a part of our Health Promotion programs.
As a member, you also get:

Healthy Discounts
You’ll enjoy discounts on a variety of health services, programs and tools.

These services include:

- Weight management.
- Chiropractic and acupuncture.
- Vitamins, minerals and herbal supplements.
- Eye care.
- Hearing aids and screenings.
- Fitness club.

Preventive screening guidelines
These guidelines offer a schedule of Health Net’s recommended health screenings and immunizations for children, adolescents and adults. These guidelines also provide information about pediatric and maternity screenings.

You can find the current preventive screening guidelines by logging in to [www.healthnet.com](http://www.healthnet.com) (Group members) or [www.myhealthnetca.com](http://www.myhealthnetca.com) (Individual & Family Plan members). After logging in, click on Wellness Center then Stay Healthy, and choose the Preventive Guideline PDF that fits your situation.

Monthly wellness webinars
You’ll access monthly health topics via webinars at work or at home. Topics vary and include Financial Wellness, Mindfulness, and Cold and Flu.

Health Net offers the Wellness Webinar Series the third Wednesday of each month. Group members log in to [www.healthnet.com](http://www.healthnet.com), and Individual & Family Plan members log in to [www.myhealthnetca.com](http://www.myhealthnetca.com). Click on the orange New Series Wellness Webinar button to register.

Mark Rivera,
Health Net
We give you multiple ways to reach us – phone, online and via mobile app.
In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) comply with applicable federal civil rights laws and do 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./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 (Members) or Non-Member.Discrimination.Complaints@healthnet.com (Applicants)

For HMO, HSP, EOA, and POS plans offered through Health Net of California, Inc.: 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.

For PPO and EPO plans underwritten by Health Net Life Insurance Company: You may submit a complaint by calling the California Department of Insurance at 1-800-927-4357 or online at http://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).

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).

Arabic

Armenian
Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող եք կարդալ ձեր լեզվով: Օգնության համար զանգահարեք 1-800-522-0088 հեռախոսահամարով (TTY` 711)։

Chinese
免费语言服务。您可使用口译员服务。您可请人将文件唸给您听并请我们将其某些文件翻译成您的语言寄给您。如需协助，请拨打您会员卡上的电话号码与客户联络中心联络或者拨打健康保险交易市场外的 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，請拨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
विभिन्न भाषा सेवाएं। आप एक दुभाषिया प्राप्त कर सकते हैं। आप दस्तावेजों को अपनी भाषा में पढ़वा सकते हैं। मदद के लिए, आपने आईएफपी 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। कॉलिसिटिया बाजारों के लिए, आईएफपी ऑफ एक्सचेंज: 1-888-926-4988 (TTY: 711) या स्मार्ट विंडोज़ 1-888-926-5133 (TTY: 711) पर कॉल करें; हेलेथ नेट के माध्यम से गुप प्लान के लिए 1-800-522-0088 (TTY: 711) पर कॉल करें।

Hmong

Japanese
Health Net

For Small Business:

IFP On Exchange 1-888-926-4988 (TTY: 711)
1-888-926-5133 (TTY: 711)

For California marketplace:

1-800-839-2172 (TTY: 711)

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

For Plans not through Health Net, call Customer Contact Center or Individual & Family Plan (IFP) Off Exchange 1-800-839-2172 (TTY: 711).

Free language services are available. You can request a translator, have documents read in your language, and more. If you need help, call the Customer Contact Center using the number on your ID card or call Health Net Customer Contact Center at 1-800-522-0088 (TTY: 711).

If you need assistance in a language other than English, you may request a translator, have documents read in your language, and more. If you need help, call the Customer Contact Center using the number on your ID card or call Health Net Customer Contact Center at 1-800-522-0088 (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 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

Vietnamese
More information

You can find details about our Health & Wellness programs and services on our website. Register or log in:

Group members: www.healthnet.com > Wellness Center
Individual & Family Plan members: www.myhealthnetca.com > Wellness Center

Or you can call the phone number on your member ID card.