Wellness Menu

For Health Net of California, Inc. and Health Net Life Insurance Company (Health Net) members

Healthy lifestyle

Health Promotion Programs – Our comprehensive behavior change programs offer information and tools that can help you improve your health and reduce your disease risk. The programs include weekly assignments and goal-setting tips customized to meet your individual preferences and interests. Each program focuses on one health topic and includes a to-do list of action items to help you reach your goals. Plus, our new Take Charge of Your Health program concentrates on helping you manage conditions like type 2 diabetes, hypertension and more.

Online Seminars – Fun and engaging seminars can help you learn more about important health topics and take steps to live healthier. A new seminar is available the first of each month. Each seminar contains a topic-related article for easy printing.

Wellness Health Coaching – One-on-one telephonic health coaching can provide you the extra help you need; online health coaching and resources enhance your experience and provide additional support. Your health coach can help you set and complete goals, make changes you can stick to for the long term, and track your progress with easy tools and information. Program and enrollment information is available online.

Healthy Pregnancy Program – This program offers online access to educational information with easy-to-read resources. You also have access to Text4baby – a text program you can use during your pregnancy and as you transition to parenting. Program and enrollment information is available online.

Quit For Life® – This comprehensive tobacco cessation program includes telephonic and online support with a quit coach. Individuals receive one-on-one help during their quit process, a quit guide and a guide for family members, unlimited access to online education and coaching support, and Text2Quit messages to keep you motivated and on track. Program and enrollment information is available online.

Healthy Discounts – We recognize that healthy living goes beyond your covered medical benefits. And, with this in mind, we’ve developed Healthy Discounts, a discount program that gives you valuable discounts on health-related services and products.

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Library of resources and tools

**Condition Content** – For individuals with existing health conditions, the searchable library tool offers resources to stay healthy for the long term. Articles, videos and interactive tools are organized by condition for easy access and use. Searchable conditions include diabetes, heart disease, high cholesterol, asthma, high blood pressure, cancer, and more.

**Smart Treatment Decisions** – Online information and tools to guide you on decision points about medical tests, medicines, surgeries, and treatments.

**Medications** – Learn about side effects, interactions, precautions, and more. Includes information about taking medications as prescribed and tools to help you make informed decisions about medications.

**Surgeries and Procedures** – Before making a decision about having surgery or a major procedure, make sure you are informed. Learn the basics about what to expect for different types of surgeries and procedures.

**Recipe Finder** – Need a recipe? Use these helpful recipes to help you create a healthy meal; choose from hundreds of recipes.

**Track Your Progress** – Choose from a variety of online tracking tools to keep you up to date about important lifestyle habits. Progress trackers work in tandem with the Health Promotion programs or as a standalone tool. Trackers are available for blood glucose, cholesterol, blood pressure, exercise, stress management, healthy eating, and more.

**Health Challenges** – Quarterly health-focused challenges are available to help you practice and maintain healthy behaviors. These month-long challenges provide a simple way to stay on track with exercise, healthy eating, financial fitness, mindfulness, and more!

**Newsletters** – Easy-to-read monthly newsletters help you make smart decisions that can improve your health.

**Calculators** – These tools can help you find key markers for your general health and fitness. Calculators include body mass index, waist-to-hip ratio, calories burned, target heart rate, how many calories you should consume each day, and more.

**Additional resources**

**Personal Health Record** – Your online tool to store, maintain, track, and manage your health information in one centralized, private and secure location.

**Health Risk Questionnaire** – Provides instant results and interactive features – your gateway to recommendations and resources based on your unique health profile.

**Nurse Advice Line** – Reach out to a nurse 24 hours a day! You can get instant support via telephone for questions related to symptoms, minor illnesses or injuries, chronic conditions, medical tests, and medications.

**myStrength** – Tools and resources for reducing stress, anxiety, depression, chronic pain, and insomnia are available online and via mobile app. Videos, eLearning tools and coping strategies are some of the tools available to you on myStrength, the health club for your mind.
In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net Life Insurance Company and Health Net of California, Inc. (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:

**IFP On Exchange/Covered California** 1-888-926-4988 (TTY: 711)
**IFP Off Exchange** 1-800-839-2172 (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, you can file a grievance by calling the number above and telling them you need help filing a grievance; Health Net's Customer Contact Center is available to help you. You can also file a grievance by mail, fax or online at: Health Net of California, Inc./Health Net Life Insurance Company Appeals & Grievances, PO Box 10348, Van Nuys, CA 91410-0348, by fax: 1-877-831-6019, or online: healthnet.com (Group) or myhealthnetca.com (IFP).

If you are not satisfied with Health Net's decision or it has been more than 30 days since you filed the complaint, you may submit a complaint form to the Department of Managed Health Care (DMHC). The form is available at www.dmhc.ca.gov/FileaComplaint. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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) if there is a concern of discrimination based on race, color, national origin, age, disability, or sex.

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