Health Net Wellness Rewards Program

Putting your health first

Health Net of California, Inc. and Health Net Life Insurance Company (Health Net)
Wellness Rewards Program FAQs

Here at Health Net, we’re all about health. Yours! Our online Health Risk Questionnaire (HRQ) is one of the ways we’re investing in your health so that you can too!

What is the Health Net Wellness Rewards Program?
It’s a program that is specifically designed to enhance your relationship with your primary care physician (PCP) by sharing your Health Risk Questionnaire (HRQ) results with your PCP for a $50 gift card reward. To receive your reward, you must be an eligible Health Net member and complete the following actions:

- Log in to the www.myhealthnetca.com member site. (Note: If you are not yet registered on www.myhealthnetca.com, please complete the registration process in order to obtain access to our HRQ.) You’ll see the information about wellness rewards within 30 days of your effective date.
- Complete the online HRQ.
- Schedule an appointment for your annual preventive care physical exam with your PCP, indicating you would like to discuss your HRQ results with your physician.
- Print your HRQ report and take it with you to your annual preventive care physical exam. It is important that you bring your results to the appointment because the report contains your actual HRQ results that you will be reviewing with your physician.
- Share your results with your PCP.
- After your appointment, log back in to your online account to confirm you shared your results with your PCP. Record any new health information that you may have obtained from your PCP visit in your online Personal Health Record.

What is the objective of the Health Net Wellness Rewards Program?
It is designed to reward eligible members for completing two actions:

- taking the online HRQ, and
- sharing the results with your PCP.

Once you have discussed your HRQ results with your PCP, you must log back in to your online account and complete the Primary Care Physician Form to confirm you shared your results with your PCP. The PCP form is located in the Rewards section under “Credits.”

Only after you have completed these steps will you be eligible for a reward.
Who is eligible to participate?
The program is open to any Health Net member age 18 and over who is enrolled in a participating individual plan.

Who is eligible to receive a reward?
Any eligible member who completes the reward fulfillment requirements is eligible to receive the $50 gift card reward.

How do I sign up to take my online HRQ?
You will need to register as a Health Net member at www.myhealthnetca.com. Click Create An Account and follow the instructions to complete your registration.

How do I find the HRQ on the Health Net website?
1. Go to www.myhealthnetca.com, and enter your user name and password information.
2. To access the HRQ, click on Wellness Center and go to the link under “Don’t forget to take your HRQ!”
3. After clicking the link, you’ll proceed to our secure website.

What if I don’t have online access?
You can request a paper HRQ by contacting the Customer Contact Center number located on your ID card.

How will I receive my reward notification and incentive fulfillment instructions?
You will receive a notification (via USPS or email) that includes instructions on how to select your gift card.

How long does it take to receive my reward notification?
Please allow Health Net ten business days to process your reward notification.

What can I get with the gift card?
The gift card can be used at participating merchants nationwide. Depending on the retailer you choose, you can use your gift card online (please check with your retailer of choice if they accept gift cards for online purchases prior to selecting your reward) or in-store. You can even donate your reward to a nationally recognized charity.

In order to receive the $50 gift card, you must first complete the HRQ online via the www.myhealthnetca.com website.
How long will my reward be valid?
The reward does not expire.

Who do I contact if I do not receive my reward notification within ten business days?
You can call the Customer Contact Center number on the back of your ID card.

What if I already received a $50 gift card reward for fulfilling the HRQ incentive requirements? Can I get another reward?
Eligible members may obtain the gift card reward once every calendar year. Incentive fulfillment requirements still apply.

How do I know that my information will be kept confidential?
Under federal law, Health Net cannot share personal health information. The information exchanged between Health Net and its participating vendors is limited to what is necessary to fulfill the incentive to qualify for the reward. HRQ data is stored and protected in a secure database, and information is sent through a secure connection which encrypts all communications. Please note, the information in your HRQ results and your Personal Health Record cannot and will not be used to calculate or adjust your premium.
Register for access to the Health Net website at www.myhealthnetca.com.

To access the HRQ, click on Wellness Center and go to the link under “Don’t forget to take your HRQ!”

Prepare by gathering important health information, such as your current height, weight, blood pressure, and results from recent lab work if you have them (such as cholesterol, glucose and triglyceride levels). The more accurate your responses, the more valuable your results will be.

Follow the instructions to complete the HRQ.

Complete your Health Net HRQ today!
**Nondiscrimination Notice**

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 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).
