Health & Wellness Programs and Services
A GUIDE FOR MEMBERS

Coverage for every stage of life™
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.
Get to Know Health Net’s Decision Power: Health & Wellness!

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.

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, anxiety, and prenatal and postpartum behavioral health.

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!

You can access the HRQ online and sign up for myStrength by logging in to:

• www.healthnet.com (Group members)
• www.myhealthnetca.com (Individual & Family Plan members).

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!

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.

Start Smart for Your Baby® Program

Start Smart for Your Baby (SSFB) is a program for pregnant and new moms, providing custom support and care for a healthy pregnancy and baby. Sign up to receive health education materials, such as Mother’s Guide to Pregnancy and Guide to Life After Delivery, and guidance from a care manager throughout your pregnancy.

Quit For Life®

The Quit For Life tobacco cessation program covers any type of tobacco, including the use of Electronic Nicotine Delivery Systems (ENDS), such as e-cigarettes and e-pipes. The program 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.

Take Charge of Your Health 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.
**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.

**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.

**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](http://www.healthnet.com) (Group members) or [www.myhealthnetca.com](http://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.

Useful monthly newsletters can help you make smart decisions that can improve your health.
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 (Group members) or 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.

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, 1-800-537-7697 (TDD: 1-800-537-7697).

English

Arabic

Armenian

Chinese
免费语言服务。您可使用口译员服务。您可请人将文件读给您听并请我们将其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
वित्तीय शुल्क भाव सेवाएं। आप एक दुष्प्रभावित प्रास कर सकते हैं। आप दस्तावेजों को अपनी भाषा में पढ़ा सकते हैं। मदद के लिए, अपने आईडी कार्ड में दिए गए नंबर पर ग्राहक सेवा केंद्र को कॉल करें या व्यवसायी और फैमिली प्लान (आईएफपी) ऑफ एक्सचेंज; 1-800-839-2172 (TTY: 711) पर कॉल करें। कॉलेक्टरियां बाजारों के लिए, आईएफपी ऑफ एक्सचेंज 1-888-926-4988 (TTY: 711) या स्थानीय विकल्प: 1-888-926-5133 (TTY: 711) पर कॉल करें। हेल्थ नेट के माध्यम से युगप्त प्लान के लिए 1-800-522-0088 (TTY: 711) पर कॉल करें।

Hmong

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

English

Free language assistance. You may receive free language services, including having documents read to you in your native language. If you need 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 plans on the California marketplace: please call Individual & Family Plan (IFP) On Exchange 1-888-926-4988 (TTY: 711) or Small Business 1-888-926-5133 (TTY: 711). For plans otherwise: please call 1-800-522-0088 (TTY: 711).
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](http://www.healthnet.com)
**Individual & Family Plan members:** [www.myhealthnetca.com > Wellness Center](http://www.myhealthnetca.com)

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

Members have access to Decision Power and myStrength through current enrollment with Health Net of California, Inc. or Health Net Life Insurance Company (Health Net). Decision Power and myStrength are not part of Health Net’s commercial medical benefit plans. They are not affiliated with Health Net’s provider network, and they may be revised or withdrawn without notice.

Decision Power and myStrength services, including clinicians, are additional resources that Health Net makes available to enrollees.

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