Health Net®

Learn Where to Get Care

PURECARE ONE EPO

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. You don't need a referral from your primary doctor.

To find providers in the PureCare One EPO 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 PureCare One EPO 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).

Heal

Schedule a visit with a board-certified doctor, at your home, office or hotel. They do primary, preventive and urgent care "house calls." Available from 8:00 a.m.–8:00 p.m., seven days a week. Heal is available by appointment in select areas, including Berkeley, Oakland, Long Beach, Los Angeles, Orange County, San Diego, San Francisco, Bay Area, and Sacramento.

Call 1-844-644-4325 or visit www.heal.com/healthnet.

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 PureCare One EPO network, visit www.myhealthnetca.com and click on *Find a Doctor*.

You are in the **PureCare One EPO Individual & Family Plan** network.

[1]Go straight to the nearest emergency room or call 911 if you have an emergency.

Coverage for every stage of life™