Here to Help You Live a Healthy and Productive Life
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Health Net’s Quality Commitment to You

Health Net strives to provide programs and services that help you stay healthy. This includes encouraging healthy lifestyle choices and education and support for conditions like heart disease and diabetes. Read this newsletter to learn more about these important resources. You can complete checklists and tear out pages to discuss with your doctor. Learn more about:

- Registering at the following websites to access important health information: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com
- Detecting disease early by completing recommended screenings
- Preventing illnesses by getting important vaccinations
- Keeping medical conditions well managed so you feel better
- Making good choices regarding exercise, diet and mental health

How is quality measured?
Medicare Advantage plans are rated by the Centers for Medicare & Medicaid Services (CMS) on a scale from 1 to 5 stars based on their quality of service and performance. The tables on the right show star ratings Health Net received on a sample of measures important for preventing and managing illnesses.

Thank you for doing your part to stay healthy and achieve the goal of 4 and 5 stars for many of these! If you haven’t already, make this the year to take action.

Get your flu vaccine and talk to your doctor about fall prevention and urinary incontinence. One of the most important ways to stay healthy is to visit your doctor annually and inform him or her of your health issues.

If you have suggestions, or if you would like more information about our Quality Improvement Program, please contact Member Services at the toll-free number on the back of your ID card.

Health Net’s star ratings (2017)

<table>
<thead>
<tr>
<th>Goal Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Good Blood Sugar Control for Diabetics</td>
</tr>
<tr>
<td>✓ Monitoring of Height and Weight</td>
</tr>
<tr>
<td>✓ Annual Medication Review, and Assessment of Pain and Functional Status Completed for Special Needs Plans Members</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal Not Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Annual Flu Vaccine</td>
</tr>
<tr>
<td>✓ Talked to Doctor about Fall Prevention</td>
</tr>
<tr>
<td>✓ Talked to Doctor about Urinary Problems</td>
</tr>
</tbody>
</table>
Making Your **Health** a **Priority**

We know life gets busy, but staying healthy keeps you feeling good and able to do the things you enjoy.

Take the quiz below to see if you are making your good health a priority. It can be as easy as keeping up to date with some important and easy health activities.

**Decide if each statement below is TRUE or FALSE for you.**

**TRUE**  **FALSE**  I keep track of my blood pressure and other measurements like blood sugar when I go to the doctor’s office.

*Why it’s important:* High blood pressure and other test results can put you at risk for heart attack, diabetes and stroke. Know your risk so you can take action.

**TRUE**  **FALSE**  My goal is to be physically active every day and exercise 2 or more days per week.

*Why it’s important:* Regular exercise can improve sleep and your mood, and lower your chances of falling.

**TRUE**  **FALSE**  I schedule my annual wellness visit with my doctor every 12 months.

*Why it’s important:* Making an appointment with your doctor when you are not sick allows him or her to review important preventive care you need to complete.

**TRUE**  **FALSE**  If I’m feeling overwhelmed taking care of my health issues or making appointments, I know I can contact a case manager to help.

*Why it’s important:* Health Net’s case managers can help you manage your health conditions and schedule appointments to get you the care you need. Please see page 12 for more information.

(continued)
TRUE FALSE I keep my family and friends safe by getting a flu shot in the fall.

*Why it’s important:* Babies under 6 months and older adults are most likely to end up in the hospital from complications of the flu.

TRUE FALSE I complete the regular health screenings my doctor recommends.

*Why it’s important:* The odds of surviving cancer are increased by finding it early through regular screening tests like mammograms and colonoscopies.

If any of the above statements were false for you, please talk with your doctor soon. Don’t have a doctor? Give us a call to help find one for you. You can call the number on the back of your Health Net ID card.
How We Make Coverage Decisions

At Health Net, we want to help you and your family be healthy, secure and comfortable. There should be no barriers between you and the care you need to get – and stay – healthy.

We believe that all decisions about the care you get should be based on your medical needs, medical appropriateness, safety, and current coverage. Health Net in no way encourages or offers financial incentives to its contracted doctors or any person to deny any type of care or treatment to our members. Health Net does not give money to decision makers in a way that encourages them to make choices that could prevent you from using needed services. Doctors who do not give proper services to our members will be investigated, and we may choose to end our contracts with them. Health Net will not use information such as your race, ethnicity or language preference to make decisions about coverage or benefits.

Questions?
Call the toll-free or TTY Member Services number on the back of your member ID card, 24 hours a day, 7 days a week. Please ask for the Utilization Management Department.

Looking at New Technologies

Health Net always looks at new procedures, drugs and devices used to treat diseases and conditions. These are called new technologies. Health Net has steps in place to review new technologies and decide if they will be covered benefits. New technologies are experimental and are reviewed at various stages of clinical studies. During this time, health professionals study their safety and how well they work.

Health Net reviews the studies in the medical literature and gets input from experts to decide if they are safe, effective and medically necessary and appropriate.
Connect with Health Net Online

With your no-cost online account at California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com, you can save time, manage your plan information and build healthy habits.

Here are some of the options available when you log in:

<table>
<thead>
<tr>
<th>Under My Health Plan</th>
<th>Under Pharmacy Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>• View your benefits at a glance</td>
<td></td>
</tr>
<tr>
<td>• View and print a copy of your coverage documents, including your plan’s:</td>
<td></td>
</tr>
<tr>
<td>– Certificate of Insurance, located under Evidence of Coverage (which includes your Member Rights &amp; Responsibilities)</td>
<td></td>
</tr>
<tr>
<td>– Schedule of Benefits (such as copayments, coinsurance and deductibles)</td>
<td></td>
</tr>
<tr>
<td>– Benefit restrictions and out-of-area services</td>
<td></td>
</tr>
<tr>
<td>• See your pharmacy benefits</td>
<td></td>
</tr>
<tr>
<td>• Manage your prescriptions</td>
<td></td>
</tr>
<tr>
<td>• Get mail order forms</td>
<td></td>
</tr>
<tr>
<td>• Research medication information</td>
<td></td>
</tr>
<tr>
<td>• Find a pharmacy</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Under My Account</th>
<th>Under My Plan Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Request a second opinion with an online authorization form</td>
<td></td>
</tr>
<tr>
<td>• Print or order ID cards</td>
<td></td>
</tr>
<tr>
<td>• Manage your account information (such as changing your contact details – home address, email address or password)</td>
<td></td>
</tr>
<tr>
<td>• File an appeal or complaint</td>
<td></td>
</tr>
<tr>
<td>• Submit and track the status of medical claims</td>
<td></td>
</tr>
<tr>
<td>(Note: You can also track your claims by phone. Call the Member Services number on the back of your Health Net ID card.)</td>
<td></td>
</tr>
<tr>
<td>• View prescription history</td>
<td></td>
</tr>
<tr>
<td>• View or begin a reimbursement request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Under ProviderSearch</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Find a doctor, specialist, hospital, medical group, urgent care, or other facilities</td>
</tr>
<tr>
<td>• Locate a supplemental plan provider (these are doctors who offer services like behavioral health, dental, vision, or alternative care)</td>
</tr>
</tbody>
</table>

You can also track your claims and get pharmacy information by calling the Member Services number on the back of your member ID card.
Welcome to myStrength

At times, we all struggle with our moods. Anxious or depressive thoughts can weigh us down. Seeking help when you need it and focusing on your mental health are important. Now you can use Web and mobile tools to help you feel better and stay mentally strong.

Strengthen your mind, body and spirit

myStrength is a confidential online resource, personalized to help improve your mood. These self-help resources are designed to help empower you to become – and stay – mentally and physically healthy. This valuable resource offers in-the-moment mood tracking, and it offers you immediate stress-relief activities that can help you achieve lasting, healthy change.

Why myStrength? Here are just a few reasons:

- A variety of mood-improving resources
- Step-by-step eLearning modules
- Interactive tools
- Weekly action plans
- Daily inspiration
- A site that’s highly confidential and HIPAA-compliant – for your privacy!
- All this is included with your Health Net of California, Inc. and Health Net Medicare Advantage (Health Net) coverage – at no additional cost!

Sign up today

1. Log in to
   California: ca.healthnetadvantage.com, or
   Oregon: or.healthnetadvantage.com, and click on the Wellness Center tab to find myStrength; then click Discover myStrength > Go to Health Net myStrength.


3. Complete the myStrength sign-up process with a brief wellness assessment and personal profile.

4. Go mobile! After setting up an online account, download the myStrength app for iOS and Android devices, and register using the same email and password.

Health Insurance Portability and Accountability Act, a 1996 federal law that restricts access to individuals’ private medical information.

Members have access to myStrength through current enrollment with Health Net of California, Inc., Health Net Health Plan of Oregon, Inc. or Health Net Life Insurance Company.

Personal support – on demand!
Ask Your Doctor about
Rheumatoid Arthritis

Get the conversation started with your doctor about effectively managing your rheumatoid arthritis and lowering long-term side effects.

Facts about rheumatoid arthritis

- Rheumatoid arthritis is an inflammatory disease that causes swelling and pain in the joints.
- About 1.5 million people in the U.S. have the disease, with women three times more likely to have it.
- Rheumatoid arthritis is not osteoarthritis, a common form of arthritis that involves specific joints.
- Rheumatoid arthritis affects the entire body, and usually occurs on both sides of the body, typically affecting the small joints in the hands, wrists and feet.

Doctor visit notes:

What should I expect from my treatment?

Are there any side effects that I may experience with current medications?

What can I do to relieve the pain, stiffness and swelling?

What should I do if I’m feeling constant fatigue? Is this normal?

Can I exercise? If so, how much and what type of exercise?

Are there any other specialists that I need to see?

To learn more about rheumatoid arthritis, visit:
https://www.cdc.gov/arthritis/basics/rheumatoid-arthritis.html
Are You up to Date?

Vaccines and screenings have saved countless lives and lots of grief. That’s why Health Net encourages you to stay up to date with health screenings. Here are the top preventive care services to help you stay out of the hospital.

<table>
<thead>
<tr>
<th>Every year:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>Wellness visit</strong> – Wellness visits done every year can help solve health problems before they become an issue. Make sure you don’t have any health surprises!</td>
</tr>
<tr>
<td>• <strong>The flu vaccine</strong> – This is a quick and easy shot you can get every year at your doctor’s office. Protect yourself and your loved ones from the flu. The flu can be serious, and the shot has prevented thousands of hospital visits and millions of illnesses.¹</td>
</tr>
<tr>
<td>• <strong>Eye exam</strong> – If you have diabetes, remember to get an eye exam every year. These exams can save your eyesight!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Every two years or as your doctor suggests:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>Screening mammogram</strong> – For women, breast cancer screenings get even more important as you get older. Mammograms, or X-ray pictures of the breast, should be completed every two years and only take about 15 minutes. Health Net recommends screenings for women ages 50–74.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Every 1–10 years:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>Colonoscopy</strong> – Colon cancer is one of the leading causes of cancer death in men and women, but it can often be prevented or found at an early stage. You can do this by getting a colonoscopy. If nothing is found, you can go up to 10 years without another one. If you don’t want to get a colonoscopy, you can complete a take-home test every year called a FIT. Ask your doctor which test is right for you. It’s best to start at age 50 and continue up to age 75.</td>
</tr>
</tbody>
</table>

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# Adult Screenings and Immunizations (Ages 19 and Older)

Use this guide to help remind you to schedule well-care visits with your family doctor. This chart is not medical advice and does not imply specific benefit coverage. Always seek and follow the care and advice of your personal doctor. Please check your plan benefit language for coverage, limitations and exclusions.

<table>
<thead>
<tr>
<th>Vaccine/Service</th>
<th>19–39 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual wellness visit (height, weight, BMI, BP, depression screening)</td>
<td>Every year</td>
</tr>
<tr>
<td>Hearing screening</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Vision screening</td>
<td>Every 5 to 10 years</td>
</tr>
<tr>
<td>Glucose</td>
<td>Check if at high risk</td>
</tr>
<tr>
<td>Cholesterol screening</td>
<td>Routine screening for men beginning at age 35, every 5 years</td>
</tr>
<tr>
<td>Colorectal cancer screening</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Aspirin therapy to prevent heart disease</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Hepatitis B (Hep B) – 3 doses</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Hepatitis A (Hep A) – 2 doses</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Tetanus, diphtheria (Td)</td>
<td>Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years</td>
</tr>
<tr>
<td>Measles, mumps, rubella (MMR)</td>
<td>1 or 2 doses if no history of prior vaccination or infection</td>
</tr>
<tr>
<td>Pneumococcal vaccines</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Influenza (flu shot)</td>
<td>Every year</td>
</tr>
<tr>
<td>Counseling/Education</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td><strong>Females</strong></td>
<td></td>
</tr>
<tr>
<td>Cervical cancer test</td>
<td>Starting at age 21, every 3 years</td>
</tr>
<tr>
<td>Bone mineral density (BMD)</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Chlamydia screening</td>
<td>Every year through age 24 if sexually active and non-pregnant</td>
</tr>
<tr>
<td>HPV (Gardasil) – 3 doses over a 6-month period</td>
<td>3 doses or as your doctor suggests</td>
</tr>
<tr>
<td>Mammogram to check for breast cancer</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td><strong>Males</strong></td>
<td></td>
</tr>
<tr>
<td>Rectal exam/PSA test</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Abdominal ultrasonography</td>
<td>As your doctor suggests</td>
</tr>
<tr>
<td>Vaccine/Service</td>
<td>40–64 years</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>Annual wellness visit (height, weight, BMI, BP, depression screening)</td>
<td>Every year</td>
</tr>
<tr>
<td>Hearing screening</td>
<td>After age 40, discuss with your doctor</td>
</tr>
<tr>
<td>Vision screening</td>
<td>Every 2–4 years for ages 40–54; every 1–3 years for ages 55–64</td>
</tr>
<tr>
<td>Glucose</td>
<td>Every 3 years starting at age 45</td>
</tr>
<tr>
<td>Cholesterol screening</td>
<td>Routine screening for women beginning at age 45, every 5 years</td>
</tr>
</tbody>
</table>
| Colorectal cancer screening                         | Ages 40 to 49, if high-risk – discuss with your doctor  
Beginning at age 50, talk to your doctor about these tests:  
High-sensitivity Fecal Occult Blood Test (gFOBT), FIT annually, or  
FIT-DNA 1–3 years, or colonoscopy every 10 years, or sigmoidoscopy every 5 years, or sigmoidoscopy every 10 years with FIT-DNA every year, or CT colonography every 5 years | If at risk |
| Aspirin therapy to prevent heart disease            | As your doctor suggests                          |                                                  |
| Hepatitis B (Hep B) – 3 doses                       | As your doctor suggests                          |                                                  |
| Hepatitis A (Hep A) – 2 doses                       | As your doctor suggests                          |                                                  |
| Tetanus, diphtheria (Td)                            | Substitute 1-time dose of Tdap for Td boosters; then boost with Td every 10 years | If at risk |
| Measles, mumps, rubella (MMR)                       | As your doctor suggests                          |                                                  |
| Pneumococcal vaccines                               | As your doctor suggests                          |                                                  |
| Influenza (flu shot)                                | Every year                                       |                                                  |
| Counseling/Education                                | At each annual wellness visit or based on individual need |                                            |
| **Females**                                         |                                                   |                                                  |
| Cervical cancer test                                | 30–65, every 5 years with HPV testing            | As your doctor suggests                          |
| Bone mineral density (BMD)                          | Screening based on risk                          | Every 2 years                                    |
| Chlamydia screening                                 | Annually if high-risk                            |                                                  |
| HPV (Gardasil) – 3 doses over a 6-month period       | As your doctor suggests                          |                                                  |
| Mammogram to check for breast cancer                | Annually or as your doctor suggests              |                                                  |
| **Males**                                           |                                                   |                                                  |
| Rectal exam/PSA test                                | Discuss with your doctor                         |                                                  |
| Abdominal ultrasonography                           | As your doctor suggests                          | Once for those ages 65 to 75 who have ever smoked |

Sources: American Academy of Pediatrics (www.aap.org); American Congress of Obstetricians and Gynecologists (www.acog.org); Centers for Disease Control and Prevention, Advisory Committee on Immunization Practices (www.cdc.gov/vaccines); U.S. Preventive Services Task Force (www.uspreventiveservicestaskforce.org).
Case Management Means Real Help for Serious Illnesses

Finding your way through the health care system can be a challenge. This is more true if you or a loved one is facing a serious illness. Health Net has a team of nurses, social workers and other health care professionals who can help. They work with you and your doctors to develop a plan to help you manage your illness and regain your health.

A case manager can:

- Help find community resources to support your care.
- Help all your doctors and providers to better share information about your care with one another.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
  - Your health condition.
  - Your treatment options.
  - The actions you can take to improve your health.

It is your decision whether to take part in case management. Your choice will not affect the status of your health care benefits.

Case management may help if you or a loved one:

- Has a complex illness, such as:
  - Diabetes.
  - Coronary artery disease.
  - Asthma.
  - Congestive heart failure.
  - Transplant.
  - End-stage renal disease.
  - Cancer.
- Has had many hospital stays.
- Needs advanced or extensive home care.
- Has had a traumatic injury.
- Has a terminal illness.

You can learn more about how your caregiver or doctor can refer you to the case management program. You can also ask for an evaluation to find out if case management can help you.

Call us toll-free: California HMO members at 1-800-275-4737; for Amber, Jade and Sapphire members, call 1-800-431-9007. For Oregon members, call 1-888-445-8913 (TTY: 711). Interpreter services are available 24 hours a day.
Make a Change!

Urinary incontinence (UI) is urine leakage that cannot be controlled. This is more common than you may think, but the good news is your doctor can help!

Many people with urine leakage wait years before asking for help and often give up things they enjoy for fear of leakage in public.¹ This can change! There are treatments and options available that can help. If urine leakage is a problem for you, talk to your doctor.

If you find it hard to bring up the topic, you could say something like:

“There are times when I cannot control my bladder.”²

This will let your doctor know you want to talk about it. Your doctor can help by learning more about what caused your bladder leakage and suggesting the best ways to treat it.

If you have an issue with bladder leakage, talk with your doctor so he or she can help. That is the best way you can make a change and get back to doing the activities you enjoy!


A New Preventive Service for Medicare Members!

We’re excited to tell you about a great new service that’s available to Health Net Medicare members who meet the requirements.

It’s a lifestyle change program that can help you lose weight, adopt healthy habits and reduce your risk of developing diabetes. Before people develop diabetes, they almost always have “prediabetes.” This is when blood glucose (sugar) levels are higher than normal but not yet high enough to be diagnosed as diabetes.

The following elements are included in the program to help you succeed:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🍎</td>
<td>A focus on healthier food choices and increased activity levels.</td>
</tr>
<tr>
<td>📅</td>
<td>16 weekly lessons over the span of six months, followed by monthly maintenance sessions.</td>
</tr>
<tr>
<td>🧥</td>
<td>1-on-1 interactions with a lifestyle health coach.</td>
</tr>
<tr>
<td>👥</td>
<td>Small group, in-person classes for encouragement and support.</td>
</tr>
</tbody>
</table>

Health Net has partnered with a vendor, Solera Health, to provide this service and match qualified members with a program that best fits their needs.

Visit https://www.solera4me.com/healthnet or call 1-877-790-4520 (TTY: 711), Monday–Friday, 9:00 a.m. to 9:00 p.m. Eastern time to see if you pre-qualify.

We hope you’ll use this opportunity to make a lasting impact on your health.
At the Heart of Diabetes

Heart disease is the leading cause of death and disability in the United States among adults with uncontrolled diabetes, high blood pressure and high cholesterol levels. Taking medicines as directed is a major part of staying healthy and avoiding serious complications. Drugs such as statins and ACE-inhibitors with aspirin help prevent problems with your heart. Taken together, these drugs help reduce heart attack and stroke.¹

Chances are this isn’t the first time that you are reading about how important it is to take your medications correctly. In the United States, among adults diagnosed with diabetes, individuals are at an increased risk for heart disease by two to three times. There is a 60 percent chance of dying from the condition. On average, about 280,000 heart attacks occur per year.²

Cost, side effects and forgetfulness are just a few reasons why people may not take their medications as prescribed. Sometimes, people stop taking medications because their symptoms seem to be better. However, you should always talk to your doctor or pharmacist before stopping or changing the way you take any medication.

Keep a list of your medications with you at all times. When traveling, make sure to bring enough medicine and supplies with you for the trip. Keep medications, syringes and blood sugar testing supplies in your carry-on bag. Do not check these supplies in case your luggage is lost. Bring copies of your prescriptions, and consider getting a medical alert bracelet.³

The symptoms of diabetes can range in severity, so you may not notice an immediate change when you neglect to take your medicine. However, the long-term effects of high blood sugar can be serious and even fatal. Avoid serious complications of diabetes by taking your medications regularly! Managing your ABCs (A1C, blood pressure, cholesterol), along with eating proper foods and exercise, will help keep your heart healthy.

(continued)


Medication tips:

• Work with your doctor to find the right mix of diet, exercise and medication.
• If forgetfulness, cost or side effects are a few of the reasons you stop taking your medication, talk to your doctor or pharmacist for help.
• Talk to your pharmacist about your medications and what to expect when you take them.
• Let your doctor know if you become ill. Some medicines that you can buy without a prescription, like cold remedies, have a lot of sugar or may react with your current medications. Ask your doctor or pharmacist what the best choices are to avoid serious drug reactions.
• Alcohol has calories and can interact with medications. Ask your doctor or pharmacist if it is safe to drink alcohol with your medications.
• Know your medications’ names (brand, generic and over-the-counter). Keep a current list of your medications and any herbal supplements you take.
Our Pharmacists

Are at Your Service

Our pharmacists provide a wealth of support and information, whether you contact them or they reach out to you to offer advice and answer questions. Each day, our clinical pharmacists review our members’ prescription drug histories. They look for ways to improve our members’ drug therapies.

These pharmacists help our members get the most from their Health Net pharmacy benefit. They’re very good at what they do. As more than a few members have said, “I never knew my insurance company cared about me so much!”

Members who have difficulty taking their diabetes, high blood pressure and high cholesterol drugs get telephone calls and letters from our pharmacists offering ways to help with their long-term conditions.

For members who take multiple drugs for chronic conditions or other illnesses, our pharmacists use an automated process to check drug histories four times a year. They can see:

- Prescribed medicines and amounts.
- When doctors prescribed medicines and for how long.
- Any drug interaction concerns.

They also can see if and when prescriptions were filled at local pharmacies or sent by Health Net’s mail order pharmacy. Our pharmacists also work with members’ doctors, when needed, on ways to improve their treatment plans.

After each review, these members get letters that explain what was found and how to get a full medication review with a pharmacist.

(continued)
For information about any of our pharmacy services, visit our websites at: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com, or call Member Services at the toll-free number on the back of your member ID card. We are here to assist you seven days a week, between 8:00 a.m. and 8:00 p.m. (automated telephone service is used some weekends and holidays).

**Talk with your Health Net pharmacist about:**

- Taking your medicines exactly as your doctor prescribes.
- Clearly understanding what your medicines can do when taken correctly.
- Staying organized by listing all of your prescription medicines and over-the-counter drugs, supplements and medical supplies (visit www.scriptyourfuture.org for a wallet-size checklist).
- Taking your medicines regularly by using a seven-day pillbox and setting an alarm.
- Marking your calendar as a reminder to call in refills so you won’t run out.
- Getting automated refills by signing up at your local pharmacy.
- Picking up all of your refills at your local pharmacy on the same day each month.
- Lowering your copayment costs by asking for generics and 90-day supplies.
- Using our mail order pharmacy to reduce trips to your local pharmacy and save money.
- Talking with your doctor after any lab work and after you are admitted to and discharged from a hospital.
8 Easy Home Exercises

As an older adult, regular physical activity is one of the most important things you can do for your health. It can help prevent many health problems. It also helps reduce the risk of falls so you can remain independent and continue doing the daily activities you enjoy.

Being physically inactive is not good for you, no matter your age or health condition. Keep in mind, some physical activity is better than none at all and will benefit your health. Most people feel better, physically and emotionally, when they get regular exercise.

Aerobic activity or “cardio” gets you breathing harder and your heart beating faster. All types of activities count – from gardening to taking a dance class or a bike ride. As long as you’re doing them at a moderate or vigorous intensity for at least 10 minutes at a time. Even something as simple as walking is a great way to get the aerobic activity you need, as long as it’s at a moderately intense pace.

How do you know if you’re doing moderate or vigorous aerobic activity?
On a 10-point scale, where sitting is 0 and working as hard as you can is 10, moderate-intensity aerobic activity is a 5 or 6. It will make you breathe harder and your heart beat faster. You’ll also notice that you’ll be able to talk, but not sing the words to your favorite song.

If you’re 65 years of age or older, are generally fit, and have no limiting health conditions, try some of the exercises below. You don’t need expensive equipment, just a chair!

1 Single Limb Stance:

It’s best to start off with a simple balance exercise. Here’s how you do this one: Stand behind a steady, solid chair (not one with wheels), and hold on to the back of it. Lift up your right foot and balance on your left foot. Hold that position for as long as you can; then switch feet.

The goal should be to stand on one foot without holding onto the chair and hold that pose for up to a minute.

(continued)
2 Right-Left Switch:

Try to use your non-dominant hand to complete tasks you’d normally do with your dominant hand.

While it might sound like a recipe for disaster, using your non-dominant hand for everyday tasks such as brushing your teeth or eating builds new connections between your brain cells. Also, the more you use your non-dominant hand, the stronger it will get.

3 Rock the Boat:

Stand with your feet apart, so that the space between them is the same width as your hips. Make sure both feet are pressed into the ground firmly. Stand straight, with your head level. Then, transfer your weight to your right foot and slowly lift your left leg off the ground. Hold that position for as long as possible (but no more than 30 seconds).

Slowly put your foot back onto the ground; then transfer your weight to that foot. Slowly lift your opposite leg. Start by doing this exercise for balance five times per side; then work your way up to more repetitions.

4 Clock Reach:

You’ll need a chair for this exercise.

Imagine that you are standing in the center of a clock. The number 12 is directly in front of you and the number 6 is directly behind you. Hold the chair with your left hand.

Lift your right leg and extend your right arm so it’s pointing to the number 12. Next, point your arm toward the number 3, and finally, point it behind you at the number 6. Bring your arm back to the number 3 and then to the number 12. Look straight ahead the whole time.

Repeat this exercise twice per side.
5. Wall Pushups:

As long as you’ve got a wall, you can do this strength training exercise for seniors.

Stand an arm’s length in front of a wall that doesn’t have any paintings, decorations, windows, or doors. Lean forward slightly and put your palms flat on the wall at the height and width of your shoulders. Keep your feet planted as you slowly bring your body toward the wall. Gently push yourself back so that your arms are straight. Do 20 of these.

6. Toe Lifts:

This strength training exercise for seniors also improves balance. **You’ll need a chair or a counter.**

Stand straight and put your arms in front of you. Raise yourself up on your toes as high as you can go; then gently lower yourself. Don’t lean too far forward on the chair or counter. Lift and lower yourself 20 times.

7. Shoulder Rolls:

This is a simple exercise you can do seated or standing.

Rotate your shoulders gently up to the ceiling, then back and down. Next, do the same thing, but roll them forward and then down.

8. Hand and Finger Exercises:

The following are exercises to improve flexibility. You don’t need to stand for these.

In the first exercise, pretend there’s a wall in front of you. Your fingers will climb the wall until they’re above your head. While holding your arms above your head, wiggle your fingers for 10 seconds. Then walk them back down.

During the second exercise, touch your hands while they’re behind your back. Reach for your left hand while your right hand is behind your back. Hold that position for 10 seconds. Then try with your other arm.

Source: [https://www.cdc.gov/physicalactivity/basics/older_adults/index.htm](https://www.cdc.gov/physicalactivity/basics/older_adults/index.htm)
Members requiring hearing- and speech-impaired assistance can reach the TTY line by calling 711.

Emotional Health & Wellness

We are committed to providing access to the highest quality medical care. We also want to be sure that each member’s emotional health is also considered. Overall wellness includes both physical health and emotional health – as the mind and body are connected.

As a Health Net member, in addition to your medical benefits you have access to behavioral health resources that can help you stay emotionally healthy. Stressful life events like an illness, loss of a loved one or financial problems can have a serious effect on your emotional well-being.

If you have been diagnosed with anxiety or depression or think you may be having symptoms, it is important to understand that these conditions are not a sign of weakness.

“ You don’t have to go through it alone.”

These are treatable conditions, and talking with your doctor is an important first step to feeling better.

<table>
<thead>
<tr>
<th>Effective treatments can include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• medications</td>
</tr>
<tr>
<td>• supportive counseling (psychotherapy)</td>
</tr>
<tr>
<td>• a combination of medication and counseling</td>
</tr>
</tbody>
</table>

Besides anxiety and depression, Health Net can provide help with a number of other behavioral health issues. Health Net has free resources available online that can help you learn more about multiple aspects of many behavioral health conditions. Log in to our websites at: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com, and select Wellness Center > Get Healthy > Symptom Checker.

Health Net also provides members with access to the Nurse Advice Line, where you can speak to a clinician 24 hours a day at no cost. Call 1-800-893-5597 (TTY: 711).

Managed Health Network, LLC (MHN) is Health Net’s behavioral health subsidiary, which may be available to help support you and your primary care physician with your emotional health. To see if you have behavioral health coverage provided by MHN, refer to your plan documents or check for the MHN phone number on the back of your member ID card.

Remember, seeking help is not a sign of personal weakness. You can always talk to your doctor about any concerns you have. Identifying your, or your loved one’s, emotional condition and getting help can be the first step toward a healthier and happier life.
Customer Service
Is Important to Us!

At Health Net, we want you to receive the quality of care you deserve and have an excellent experience.

We are doing a lot to make that happen, such as:

- Creating a new Customer Experience team dedicated to improving customer service and promptly fixing any problems.
- Moving our Customer Call Center to one centralized location staffed with seasoned and knowledgeable representatives.
- Striving to provide concierge-level service for every phone call.

What is the CAHPS Survey?¹
The CAHPS Survey is a questionnaire that collects information about members’ experiences with their health plans and providers. Shown at right are some important things to know about the CAHPS Survey.

Health Net uses the results from the CAHPS surveys to see where we need to make changes to improve your customer experience and where we are doing well. Please complete this survey if it comes to you!

| CAHPS surveys are required by the Centers for Medicare & Medicaid Services (CMS). |
| CAHPS surveys are sent out annually to a random selection of members. |
| Your answers are anonymous. |
| Your feedback is important. |

¹The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey
When Is the Emergency Room the Right Choice?

When you or a loved one is hurt, you want the best care possible. Deciding where to go isn’t always easy. Sometimes you need care fast, but a trip to the emergency room (ER) may not be needed. Many people do not realize that other treatment options are available for many illnesses. Urgent care centers (UCCs) can treat many conditions and minor illnesses. Most UCCs are open after normal business hours, and chances are you won’t wait as long as at the ER.

*Emergency care vs. urgent care*

**Emergency care**
In general, a medical emergency is when your life, body parts or bodily functions are at risk of damage or loss unless you get medical care within a few hours. It can also be a sudden, extremely painful condition that you believe needs immediate medical attention.

If you think you have an emergency situation, call 911 or go to the nearest hospital.

**Urgent care**
In general, urgent care is for a situation that is not life-threatening and can be cared for in the next 24 hours. UCCs can also be useful if you need care after normal business hours or when you are out of your plan’s service area. Research the closest UCC by talking to your doctor or visiting: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com.

You can also call your doctor. He or she may book an appointment for you or recommend a UCC in Health Net’s provider network. If your doctor is not available, you can call the Nurse Advice Line and speak to a clinician 24 hours a day at no cost. Call 1-800-893-5597 (TTY: 711).

**Tips to remember!**
- You can also call your medical group if you cannot see your doctor.
- Call your primary care physician as soon as possible after leaving a UCC or ER. Then he or she can coordinate any necessary follow-up care.
Fall Risk Assessment

Take this simple assessment to know your fall risk.

1. Do you have pain or stiffness in your joints most days?
   □ Yes □ No

2. Do you have difficulty walking due to a balance problem?
   □ Yes □ No

3. Do you have trouble getting out of a chair or feel unsteady when you walk?
   □ Yes □ No

4. During the past 12 months, have you fallen all the way to the ground?
   □ Yes □ No

5. Do you regularly take medications that affect your balance or may make you drowsy?
   □ Yes □ No

Scoring: A “Yes” to any of the above, indicates you may be at higher than normal risk for falls. Please take this assessment to your next doctor’s appointment to discuss further your fall risk and overall bone health. Your doctor may be able to make recommendations on reducing your fall risk.
We Have a Language Assistance Program for You

Is it easier for you to read and speak in a language other than English? Health Net has a no-cost Language Assistance Program to help us talk to each other. Health Net’s Language Assistance Program offers interpreters, translations and alternate formats of print materials.

Interpreters are available for you:

- You cannot be required to bring your own interpreter to a medical appointment.
- You do not need to use family or friends as interpreters.
- You cannot use a minor as an interpreter, unless there is an emergency and no other interpreter is available.
- You can get an interpreter at no cost for all of your medical appointments.
- You have a right to file a grievance if your language needs are not met.
- Sign language services are available upon request.

Oral translation allows you to have documents you get from Health Net read to you in your language.

Written translation allows you to get some documents in some languages.

Alternate formats of print materials are available upon request. Alternate formats include large print and accessible PDFs.

To request a translation or alternate format, call the Member Services number on the back of your ID card.

To request an interpreter, please call the number on the back of your ID card. You should call at least five days in advance if you would like to request an in-person interpreter. We will do our best to find you an in-person interpreter. Sometimes a telephone interpreter may be the only option available. No-cost telephone interpreter services are available in over 150 languages. Interpreters are available during call center business hours.
Your Preferred Language, Race and Ethnicity

Please call us at the number on the back of your identification card to let us know your preferred spoken and written language. We may also ask your race and ethnicity. We use this information to improve the quality of services that you receive. You have the option to decline to answer if you prefer.

Health Net will protect your race and ethnicity information. Individual language, race and ethnicity information will only be shared with health care providers for quality improvement purposes.

Health Net will not use your race, ethnicity or language information to determine coverage eligibility.

“If you need help with the enclosed information, please call Member Services using the phone numbers on the back cover. Interpreter services are available Monday through Friday during the hours listed on the back cover.”
Know Your Rights and Responsibilities

Health Net is committed to treating you in a manner that respects your rights, recognizes your specific needs and maintains a mutually respectful relationship. To demonstrate our commitment, Health Net has adopted a set of member rights and responsibilities.

These rights and responsibilities apply to your relationship with Health Net, our contracting practitioners and providers, and all other health care professionals.

<table>
<thead>
<tr>
<th>You have the right to:</th>
<th>You have the responsibility to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Receive information about Health Net, its services, its practitioners and providers, and members’ rights and responsibilities.</td>
<td>• Supply information (to the extent possible) that Health Net and its practitioners and providers need to provide care.</td>
</tr>
<tr>
<td>• Be treated with respect and recognition of your dignity and right to privacy.</td>
<td>• Follow plans and instructions for care that you have agreed on with your practitioners.</td>
</tr>
<tr>
<td>• Participate with practitioners in making decisions about your health care.</td>
<td>• Understand your health problems and participate in developing mutually agreed upon treatment goals to the highest degree possible.</td>
</tr>
<tr>
<td>• Have a candid discussion about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.</td>
<td></td>
</tr>
<tr>
<td>• Voice complaints or appeals about the organization or the care it provides.</td>
<td></td>
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<tr>
<td>• Make recommendations regarding Health Net’s member rights and responsibilities policies.</td>
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</tbody>
</table>
How We Protect Your Privacy

Protecting your privacy is a top priority at Health Net. We have strict policies about how we may collect, use or disclose your protected health information (PHI). In addition, you have certain rights regarding the information we maintain about you.

PHI includes information about:

- You, including demographic information, such as your race, ethnicity or language spoken, or any information that can reasonably be used to identify you.
- Your past, present or future physical or mental health or condition.
- The provision of health care to you.
- The payment for that care.

Health Net’s Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.
- Your rights as a member to access PHI and to request amendments, restrictions or an accounting of disclosures of PHI.
- The procedures for filing a complaint.

For a copy of Health Net’s privacy policies, please log in to our websites at: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com; then, scroll down to the bottom of the page and click Notice of Privacy Practices. You may also request a copy by calling the toll-free Member Services number on the back of your member ID card. For questions about the Notice of Privacy Practices, please email: California: Privacy@healthnet.com Oregon: privacyofficial@trilliumchp.com.

Health Net is required by federal and state laws to notify you about your rights and our legal duties and privacy practices with respect to your protected health information.

Health Net is contracted with Medicare for HMO, HMO SNP and PPO plans, and with some state Medicaid programs. Enrollment in Health Net depends on contract renewal. This plan is available to anyone who has both Medical Assistance from the State and Medicare.
Health Net complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Net does not exclude people or treat them differently because of race, color, national origin, 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 California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711).

From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

If you believe that Health Net has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, 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 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).


Health Net is contracted with Medicare for HMO, HMO SNP and PPO plans, and with some state Medicaid programs. Enrollment in Health Net depends on contract renewal.
Section 1557 Non-Discrimination Language
Multi-Language Interpreter Services

ARABIC

نتبقي: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية المجانية متاحة لك، يرجى الاتصال بالرقم:
California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711).

ARMENIAN

Ոճաչեք՝ եթե խոսեք հայերեն, այստեղ երիտասարդ երկիրի մասնավորական համակարգը հայերենին թերության համար զարգացնում է։ 
California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO) (TTY: 711).

CHINESE

注意：如果您說中文，您可以免費獲得語言援助服務。請致電
California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711).

CUSHITE

XIYYEEFFANAA: Afan dubbattu Oroomiffa, tajaajila gargaarsa afaanii,
kanfaltiidaan ala, ni argama. Bilbilaa Oregon: 1-888-445-8913 (HMO and PPO)
(TTY: 711).

FRENCH

(TTY: 711).

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche 
(HMO and PPO) (TTY: 711).

HINDI

ध्यान रें: यदि आप हिंदी बोलते हैं, आपको भाषा सहायता सेवाएं, निष्ठुलक उपलब्ध हैं। कृपया 
California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO) (TTY: 711). पर कॉल करें।

HMONG

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab 
dawb rau koj. Hu rau California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO 
SNP), 1-800-275-4737 (all other HMO) (TTY: 711).

JAPANESE

注意事項：日本語を話される場合、無料の言語支援サービスをご利用いただけます。California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY:711) 
にお電話ください。

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP),
1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711) 
번으로 전화해 주십시오.
<table>
<thead>
<tr>
<th>Language</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>MON-KHMER</td>
<td>California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711)</td>
</tr>
<tr>
<td>PERSIAN</td>
<td>California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711)</td>
</tr>
<tr>
<td>PUNJABI</td>
<td>California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711)</td>
</tr>
<tr>
<td>RUSSIAN</td>
<td>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711).</td>
</tr>
<tr>
<td>TAGALOG</td>
<td>PAUNAWA: Kung nagsasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO) (TTY: 711).</td>
</tr>
<tr>
<td>THAI</td>
<td>เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้หัว โท California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY: 711).</td>
</tr>
<tr>
<td>VIETNAMESE</td>
<td>CHÚ Ý: Nếu quý vị nói tiếng Việt, chúng tôi sẵn có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi California: 1-800-431-9007 (Jade, Sapphire, Amber, and HMO SNP), 1-800-275-4737 (all other HMO); Oregon: 1-888-445-8913 (HMO and PPO) (TTY:711).</td>
</tr>
</tbody>
</table>
For more information, please contact:

Health Net Medicare Advantage
PO Box 9030
Farmington, MO 63640-9030

Visit our websites at: California: ca.healthnetadvantage.com, or Oregon: or.healthnetadvantage.com.

California
- HMO members call 1-800-275-4737
- Amber, Jade and Sapphire members call 1-800-431-9007
- TTY users should call 711

Oregon
- HMO and PPO members call 1-888-445-8913
- TTY users should call 711

If you have any questions, please contact Health Net at the numbers above. From October 1 through March 31, you can call us 7 days a week from 8:00 a.m. to 8:00 p.m. From April 1 to September 30, you can call us Monday through Friday from 8:00 a.m. to 8:00 p.m. A messaging system is used after hours, weekends, and on federal holidays. TTY users should call 711.

Si tiene preguntas, comuníquese con Health Net al número que se indica más arriba. Desde el 1 de octubre hasta el 31 de marzo, puede llamarnos los 7 días de la semana, de 8:00 a.m. a 8:00 p.m. Desde el 1 de abril hasta el 30 de septiembre, puede llamarnos de lunes a viernes, de 8:00 a.m. a 8:00 p.m. Después del horario de atención, los fines de semana y los días feriados federales, se utiliza un sistema de mensajería. Los usuarios de TTY deben llamar al 711.

如果您有任何疑问，请拨打以上电话与 Health Net 联络。从 10 月 1 日至 3 月 31 日期间，您可于周一至周五，上午 8:00 至下午 8:00 拨打我们的电话。从 4 月 1 日至 9 月 30 日期间，您每週 7 天，每天上午 8:00 至下午 8:00 均可拨打我们的电话。非營業時間、週末及國定假日請使用語音系統。聽障專線使用者請撥 711。

Health Net has been approved by the National Committee for Quality Assurance (NCQA) to operate as a Special Needs Plan (SNP) until December 2018 based on a review of Health Net's Model of Care.

Health Net’s California Medicare HMO plan has received the Commendable accreditation status with the National Committee for Quality Assurance (NCQA), which expires on 6/6/19. Health Net has a contract with Medicare to offer HMO, PPO and HMO SNP plans. Health Net has a contract with Medicare and Medicaid to offer HMO SNP plans. Enrollment in a Health Net Medicare Advantage plan depends on contract renewal.