

Health Net of California, Inc. (Health Net)



Choose Coverage for a Lifetime of Health

For Groups renewing on or after January 1, 2023
For Groups renewing in 2022, see the AON 2022 member guide

AON Active Health Exchange



[HealthNet.com/myaon](https://www.healthnet.com/myaon)



Discover Health Net

We offer a variety of networks through your employer's participation in the Aon Active Health Exchange. Visit us online at www.healthnet.com/myaon to access our ProviderSearch tool and find providers in your area by coverage level.

Choose the Health Net HMO plan that works for you

HMO plans are ideal if you prefer a primary doctor to coordinate all your medical care at more predictable costs. You simply choose a primary care physician (PCP) from our provider network. Your PCP will oversee all your health care-related services, including referrals and authorizations to specialists.

**NEW
for 2023!**

CanopyCare HMO

Northern California in-network only plan

Health Net's CanopyCare HMO health plan uses the Canopy Health provider network that connects you to local, trusted, high-quality providers and hospitals.

With CanopyCare HMO you have access to the entire Canopy Health network made up of 5 prominent medical groups with 5,500+ physicians, 29 contracted hospitals/medical centers, and 70+ urgent care centers. Your doctor can refer you to any doctor in the Canopy Health network even if that doctor isn't part of your medical group.

SmartCare HMO network

Southern California in-network only plans

The heart of SmartCare is a local, Southern California HMO provider network that connects you to trusted, high-quality providers and hospitals. With easy to use benefits, more predictable costs and a quality network, SmartCare is an attractive, whole-health option for you and your family.



All our plans include:

- Benefits for office visits.
- Hospitalization.
- X-ray and lab services.
- Prenatal and postnatal services.
- Behavioral health services.
- Inpatient and emergency services.

Health Net PPO plan

California in- and out-of-network plans

Effective January 1, 2023, Health Net PPO is now offered throughout the state of California. PPO plans give you the freedom to go straight to any doctor you choose. Our PPO plans offer a large network of participating providers within California with a wide range of medical services. And the First Health network that's available to members in Health Net's PPO plans provides access to participating providers outside of California.

As a PPO member, you have options!

- You may select our in-network preferred providers, or you may choose out-of-network providers.
- Choosing in-network providers generally helps keep your out-of-pocket expenses lower!
- You do not need to choose a PCP, nor do you need referrals when going to a specialist.
- For even more convenience, no claims need to be filed when you visit an in-network provider.

Plan networks at-a-glance

	SmartCare HMO: Southern California	PPO: Southern California	CanopyCare HMO: Northern California
You pick a PCP	✓	No	✓
You need a referral from your PCP before you get services	✓	No	✓
You use one network for all services	✓	No. You have a choice of in- and out-of-network providers. When you use providers in our network, you generally pay less out of pocket.	✓
You can get covered services outside of the network ²	No ²	✓	No ²
Worldwide emergency coverage without a referral	✓	✓	✓
You file a claim form after you use services	No	✓ For out-of-network services only	No

¹To keep your costs as low as possible, go to doctors and specialists in your plan's PPO network. Doctors who aren't in your network may charge more than Health Net will pay. You may have to pay the difference between what the out-of-network doctor charges and what Health Net pays. This is called balance billing. You pay these costs in addition to your deductible, copays, coinsurance and your monthly premium. And, balance billing amounts are not covered by your plan and won't apply to your annual deductible or your out-of-pocket maximum.

²Emergency care and covered services authorized by Health Net are covered outside of the network.

Do More with Our Online Tools

Find a Provider

Need more information before making a choice? Finding providers is easy with our online ProviderSearch tool at www.healthnet.com/myaon. Here you can view a list of participating medical groups, find a doctor, locate the nearest hospital, select a new PCP, and search for services. Plus, you can get maps that show the exact location of the provider office or hospital.

Note: Each member of your family can choose their own PCP and medical group to suit his or her needs.

Coverage level by region

Location	Coverage level	Plan name
California	Bronze, Bronze Plus, Silver PPO	AON California PPO (Bronze, Bronze Plus, Silver)
California	Platinum PPO	AON California PPO (Platinum PPO) Call 888-926-1692 to confirm provider availability
Northern California	Gold II and Platinum HMO	Northern California CanopyCare HMO
Southern California	Gold II HMO	Southern California HMO SmartCare (Gold II)
Southern California	Platinum HMO	Southern California HMO SmartCare (Platinum HMO) Call 888-926-1692 to confirm provider availability
California out-of-state travel/dependents	Bronze, Bronze Plus, Silver, and Platinum PPO	National PPO – First Health



Contact us at 888-926-1692, Monday through Friday, 8 a.m. to 6 p.m., PT. We can help determine your eligibility and assist you with completing transition forms.

Access your dedicated website!

Find the information you need right away by using our website, www.healthnet.com/myaon. It's designed to make searching for key information a breeze – and to help you achieve an overall sense of good health.

Once you enroll with Health Net

SmartCare HMO and PPO members register at www.healthnet.com/myaon and **CanopyCare HMO** members register at www.canopyhealth.com to get 24/7 access to the user-friendly tools and health coverage information you need most, including how to:

- Get your benefit details and copayments.
- Find a provider.
- Change your PCP.

Continuity of care (COC) for new members

When you switch health plans, doctors or medical groups, during open enrollment you don't want your care put on hold. The COC program is there to make sure treatment you get stays on track.

Here is a list of services COC can help protect:

- Acute condition (e.g., sudden GI bleed, broken bone).
- Serious chronic condition.
- Pregnancy and immediate postpartum
- Maternal mental health.
- Care of newborns.
- Terminal illness.
- Surgery and surgical follow-up care.



Try MinuteClinic¹ and take back your day!

MinuteClinic is a walk-in health care service, staffed by nurse practitioners and physician assistants. MinuteClinics are generally found inside CVS/ pharmacy stores and are an ideal solution when you can't see your doctor and need nonemergency treatment. You get preventive care services covered with a **\$0 copayment**. To find a MinuteClinic location near you, go to www.minuteclinic.com.

Behavioral Health

Your behavioral health benefits, administered by MHN Services, provide treatment for mental health and substance use disorders. Behavioral health providers include:

- Therapists
- Clinical Social Workers
- Psychologists
- Psychiatrists

What services are covered?

Your mental health and substance use disorder benefits may include:

- Sessions with a therapist, psychologist, or psychiatrist.
- Treatment follow-up and aftercare.
- Other inpatient and outpatient services that are medically necessary.

How do I get help?

You can find a therapist or psychiatrist at mhn.com/members.html, or call the Mental Health Benefits number listed on your Health Net ID card.



To learn about all the benefits and services available to you – including wellness programs, maternity and family planning, discounted products and services, and more – visit www.healthnet.com/myaon.

¹MinuteClinic is only applicable to SmartCare HMO plans in Southern California (Gold II and Platinum HMO only).

Do More with Your Health Plan

With all you have going on, staying healthy means more than just seeing your doctor once a year. That's why, with Health Net plans, you get more ways to access care and pursue better health and wellness. Here's a look at some of those programs and services.

Decision Power[®]: Health & Wellness

When you take your health to the next level, you want tools made for you. Whether you're a joiner or just dipping your toe in the water, check out Decision Power Health & Wellness. Take action for a lifetime of health.

Nurse Advice Line

Our toll-free 24/7 Nurse Advice Line offers timely access to registered nurses for help with everyday health questions. You can get help with a number health issues. These include:

- How to care for minor injuries and illnesses;
- Helping you spot health emergencies; and
- Help answer questions about medications.

Craving to Quit[®]

This tobacco cessation program covers most types of tobacco, lets you talk with a quit coach for encouragement and support, and offers a personalized plan to quit. The innovative 21-day program teaches awareness of cravings and habits to help participants quit smoking or vaping.

RealAge[®] Program

The RealAge Program is our healthy behavior program targeting the four highest lifestyle risks – stress, sleep, nutrition, and activity. The program is personalized to the individual based on risk level for each lifestyle category gleaned through RealAge test responses and personal interest. It's fully integrated with other features of the Sharecare platform, such as trackers, to drive sustained engagement and promote behavior change that can lead to a lower RealAge.

RealAge[®] Test

The RealAge[®] Test provides you with a personalized report of your behavioral and medical health risks. Immediately after taking the online RealAge Test, you will receive a personalized action plan. Take the RealAge Test now and share the results with your PCP. **You'll receive a \$50 gift card!**

Health Coaching Program

Telephonic Health Coaching Program

Enjoy one-on-one, individual wellness support via telephone with a health coach. Choose from a number of topics, including nutrition, stress management, exercise, tobacco cessation, weight loss and more.

Digital Health Coaching Program

Lessons consist of multiple programs related to stress, smoking cessation, exercise, weight, gaps in care and more! Working on your own, it will take 14-21 days to complete depending on which lesson you participate in.

More Health Programs – Just for You

As a Health Net member participating in the Aon Active Health Exchange, you and your covered dependents have access to these programs.



Babylon² – Telehealth Services

Access to video appointments 24/7³ with Babylon

Health Net members can speak to a doctor 24/7 and therapist weekdays 7 a.m. to 7 p.m. (Pacific Time) through the Babylon app at no additional cost. The Babylon app (available in English and Spanish) is a convenient way for Health Net members to discuss non-emergency health issues like cough and sore throat, anxiety, and depression, cold and flu and more! During the video visit, members can get answers about, urgent prescription refills⁴, and labs and x-rays⁵ Members can check and monitor symptoms through the Babylon app.⁶

You can schedule an appointment with Babylon providers via the Babylon app 24/7³



(continued)

² Babylon not available to Northern California CanopyCare HMO (Gold II and Platinum HMO) members. CanopyCare members can access telehealth through the MyCanopyCare app or member portal.

³Behavioral health services are available Monday–Friday 7 a.m. to 7 p.m. (Pacific time).

⁴Access to telehealth services does not guarantee that a prescription will be written.

⁵Labs and X-rays may be ordered by Babylon providers if medically necessary.

⁶You may receive services on an in-person basis or via telehealth, if available, from your primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. Any cost share for services received through Babylon will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Babylon, you consent to receive services via telehealth through Babylon. See your health plan coverage document for coverage information and for the definition of telehealth services. You have a right to access your medical records for services received through Babylon. Unless you choose otherwise, any services provided through Babylon shall be shared with your primary care provider.



Start Smart for Your Baby® program

We have a program for pregnant and new parents. It is called Start Smart for Your Baby. The program is designed to customize the support and care you need for a healthy pregnancy and baby. It is already part of your benefits and it will not cost you a thing. Log in to www.healthnet.com/myaon > **Wellness Programs** > **Start Smart for Your Baby** to get started.



Welvie – surgery decision support

Whether you have an upcoming surgery or need to understand your non-surgical options, Welvie's six-step online program guides you through the entire process. The program helps you work with your doctor and, if surgery is the decision, helps you understand what to expect – from pre-op preparations to recovery. Plus, when you complete the first 3 modules of the Welvie program and a brief survey, you'll receive a **\$25 Amazon.com gift card (one per Health Net member per 365 days)**.



Omada – proactive diabetes prevention

A digital lifestyle change program that combines the latest technology with ongoing support. It's an approach shown to help you lose weight and reduce the risks of type 2 diabetes and heart disease.



Active&Fit Direct™ program

With Active&Fit Direct program, you'll have access to:

- 6,500+ digital workout videos so you can work out at home or on-the-go.
- 11,500+ fitness centers, with the ability to change anytime.
- 4,500+ premium exercise studios.
- Unlimited lifestyle coaching in areas such as fitness, nutrition, stress, and sleep.
- Activity tracking with 250+ wearable trackers and apps.
- No long-term contract.

All for just \$25 a month for standard fitness centers (plus a one-time \$25 sign-up fee and applicable taxes)⁷! To learn more, log in to www.healthnet.com/myaon > **Wellness Center** to access the Active&Fit Direct website.

⁷Members/spouses must be 18 years or older to take part. Fees will vary based on fitness center selection. There is a 2-month commitment required. The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit Direct is a trademark of ASH and used with permission herein. Not all services may be available in all areas and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

Nondiscrimination Notice

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. complies 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:

1-888-926-1692

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. 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, and PPO 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.

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).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or call 1-888-926-1692 (TTY: 711).

Arabic

خدمات اللغة مجانية. يمكنك الحصول على مترجم فوري. ويمكنك الحصول على وثائق مقروءة لك. للحصول على المساعدة، اتصل بنا على الرقم الموجود على بطاقة الهوية، أو اتصل على مركز الاتصال التجاري (TTY: 711) 1-888-926-1692

Armenian

Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող են կարդալ ձեզ համար: Օգնության համար զանգահարեք մեզ ձեր ID քարտի վրա նշված հեռախոսահամարով կամ զանգահարեք 1-888-926-1692 (TTY: 711).

Chinese

免費語言服務。您可使用口譯員。您可請人使用您的語言將文件內容唸給您聽，並請我們將有您語言版本的部分文件寄給您。如需協助，請致電您會員卡上所列的電話號碼與我們聯絡，或致電 1-888-926-1692 (TTY: 711)。

Hindi

बिना लागत की भाषा सेवाएँ। आप एक दुभाषिया प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दिए गए सूचीबद्ध नंबर पर हमें कॉल करें, या 1-888-926-1692 (TTY: 711)।

Hmong

Kev Pab Txhais Lus Dawb. Koj xav tau neeg txhais lus los tau. Koj xav tau neeg nyeem cov ntaub ntawv kom yog koj hom lus los tau. Xav tau kev pab, hu peb tau rau tus xov tooj ntawm koj daim npav los yog hu 1-888-926-1692 (TTY: 711).

Japanese

無料の言語サービス。通訳をご利用いただけます。文書をお読みします。援助が必要な場合は、IDカードに記載されている番号までお電話いただくか、1-888-926-1692 (TTY: 711)。

Khmer

សេវាកម្មភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន 1-888-926-1692 (TTY: 711)។

Korean

무료 언어 서비스. 통역 서비스를 받을 수 있습니다. 귀하가 구사하는 언어로 문서의 낭독 서비스를 받으실 수 있습니다. 도움이 필요하시면 보험 ID 카드에 수록된 번호로 전화하시거나 1-888-926-1692 (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hóló. T'áá hó hazaad k'éhjí naaltsoos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsoos bee néího'dólzínígíí bikáa'gi béesh bee hane'í bikáá' áajj' hodíílnih éí doodaii' 1-888-926-1692 (TTY: 711).

Persian (Farsi)

خدمات زبان به طور رایگان. می توانید یک مترجم شفاهی بگیرید. می توانید درخواست کنید که اسناد برای شما قرائت شوند. برای دریافت راهنمایی، با ما به شماره ای که روی کارت شناسایی شما درج شده تماس بگیرید یا با مرکز تماس بازرگانی 1-888-926-1692 (TTY: 711).

Panjabi (Punjabi)

ਬਨਿੰ ਕਸਿ ਲਾਗਤ ਤੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-888-926-1692 (TTY: 711).

Russian

Бесплатная помощь переводчиков. Вы можете получить помощь устного переводчика. Вам могут прочитать документы. За помощью обращайтесь к нам по телефону, приведенному на вашей идентификационной карточке участника плана. Кроме того, вы можете позвонить в 1-888-926-1692 (TTY: 711).

Spanish

Servicios de idiomas sin costo. Puede solicitar un intérprete. Puede obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o comuníquese con el 1-888-926-1692 (TTY: 711).

Tagalog

Walang Bayad na Mga Serbisyo sa Wika. Makakakuha kayo ng isang interpreter. Makakakuha kayo ng mga dokumento na babasahin sa inyo. Para sa tulong, tawagan kami sa nakalistang numero sa inyong ID card o tawagan ang 1-888-926-1692 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-888-926-1692 (TTY: 711)

Vietnamese

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có một phiên dịch viên. Quý vị có thể yêu cầu được đọc cho nghe tài liệu. Để nhận trợ giúp, hãy gọi cho chúng tôi theo số được liệt kê trên thẻ ID của quý vị hoặc gọi 1-888-926-1692 (TTY: 711).

We're here for you

You can reach our Member Services at 888-926-1692, Monday through Friday, 8 a.m. to 6 p.m., PT. Or, **visit www.healthnet.com/myaon** for more information.

You have access to Decision Power through current enrollment with Health Net of California, Inc. (Health Net). Decision Power is not part of Health Net's commercial medical benefit plans. It is not affiliated with Health Net's provider network, and it may be revised or withdrawn without notice. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees.

HMO and PPO plans are offered by Health Net of California, Inc. Health Net of California, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Managed Health Network, LLC (MHN) is a subsidiary of Health Net, LLC. The MHN family of companies includes Managed Health Network (CA) and MHN Services, LLC. Managed Health Network is a registered service mark of Managed Health Network, LLC. Health Net and Decision Power are registered service marks of Health Net, LLC.