

Find Your Balance

YOUR BEHAVIORAL HEALTH BENEFITS ADMINISTERED BY MHN

AON Active Health Exchange



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



Explore Whole Health – Enjoy a Calm Mind

Find mental health and substance use disorder treatment, when you need it.



Everyone needs help sometimes.
That's why we're here. If you need mental health services or substance use disorder treatment, we'll help you find the right care. When is the right time to seek help? Before a problem becomes out of control.

Your Health Net behavioral health benefits¹ are administered by MHN Services and include:

- Sessions with therapists, psychiatrists or psychologists from MHN's wide provider network.
- Treatment in a higher level of care facility, such as a hospital or residential setting is covered.²
- Care Management assistance, if needed.

¹Behavioral health benefits are offered by Health Net of California, Inc. and Health Net Life Insurance Company and administered by MHN Services (MHN).

²Preauthorization is required before you receive inpatient treatment, except in an emergency. If you need emergency inpatient treatment, you or a family member, or your doctor or hospital, must call MHN within 24 hours of admission. We'll confirm if your behavioral health benefits are in place and assign a case manager to offer support.



Find the right provider

Whether you're looking for a therapist, psychiatrist or psychologist – your wellbeing is at your fingertips!

Visit healthnet.com/myaon to access MHN's online provider search and find in-network behavioral health providers available for members.



Help is just a phone call away!

Call us anytime at **888-935-5966 (TTY 711)** and we will:

- Answer questions about your behavioral health benefits.
- Help you get help right away if you're having a crisis or emergency.
- Provide help finding an in-network provider with an available outpatient appointment, within 10 business days for a therapist, or 15 business days for a psychiatrist.



myStrength – Tools for your mind, body and spirit

myStrength is a private online resource. It's customized to help improve your mood. This program offers in-the-moment mood tracking and instant stress-relief tools that can help you achieve lasting, healthy change, including:

- Step-by-step eLearning modules.
- Virtual tools.
- Weekly action plans.
- Daily words to inspire.
- A site that's highly secured – for your privacy.

All this comes with your health plan – at no added cost! For more information about myStrength, and to sign up to use its tools, visit www.healthnet.com/myaon and click on *myStrength – personal support on demand*.

Please call MHN if you:

- Need support,
- Want help finding a behavioral health provider, or
- Have questions about your behavioral health benefits.

Call toll-free 24 hours a day, seven days a week: **888-935-5966**.
TTY users call **711**.

Member rights and responsibilities

Your privacy

Personal health information is confidential. Your privacy is important to us, and it is protected by state and federal laws.

We speak your language!

When you call MHN, free interpretation services are available in more than 250 languages.

Appeals and grievances

If you have a complaint or dispute about MHN's services or counselors, you may call the Member Services number on the back of your ID card. Submit a complaint online at www.healthnet.com/myaon. Or, submit a complaint in writing to:

Health Net
Appeals and Grievances
P.O. Box 10348
Van Nuys, CA 91410

Within five calendar days of receiving your complaint, we will let you know (in writing) that we have received your complaint, and we will submit it for resolution to the appropriate department.

MHN's Nondiscrimination Statement

Health Net's Nondiscrimination Notice