

Health Net of California, Inc. (Health Net)



# Health Net CanopyCare HMO

CANOPYCARE HMO - 2024 MEMBER GUIDE



**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

# Explore What's Included for 2024

*Whether you're new to CanopyCare HMO or coming back to us for 2024, you'll find this guide a useful tool to help guide your choices.*

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## For San Francisco Health Service System (SFHSS) Members

- City and County of San Francisco
- City College of San Francisco
- San Francisco Unified School District
- Superior Court of San Francisco

# Get to Know Health Net CanopyCare HMO



*An HMO plan that fits the lives of SFHSS members like you, with quality care where you live and work.*

Health Net offers you an HMO option with quality care where you live or work. Our alliance with Canopy Health offers you:



**Access to 5,500+ providers**

**Local medical groups<sup>1</sup>**



- Dignity Health Medical Network – Santa Cruz
- John Muir Physician Network – Alameda, Contra Costa and partial Solano
- Hill Physicians Medical Group – East Bay, San Francisco, San Mateo and partial Solano
- Santa Clara County IPA (SCCIPA) – Santa Clara
- Providence Medical Network – Sonoma and Napa



**30+ hospitals**



**70+ urgent care centers**

**More doctors, specialists and hospitals closer to you**

Your health plan includes Canopy Health network made up of five well-known medical groups and 30+ hospitals<sup>2</sup>:

AHMC Seton Medical Center  
 AHMC Seton Medical Center Coastside  
 Alameda Hospital  
 Chinese Hospital  
 Dignity Health Dominican Hospital  
 Dignity Health Saint Francis Memorial Hospital  
 Dignity Health St. Mary's Medical Center  
 Dignity Health Sequoia Hospital  
 Good Samaritan Hospital  
 Healdsburg Hospital  
 Highland Hospital

John Muir Medical Center – Concord  
 John Muir Medical Center – Walnut Creek  
 MarinHealth Medical Center  
 Petaluma Valley Hospital  
 Providence Queen of the Valley Medical Center  
 Providence Santa Rosa Memorial Hospital  
 Regional Medical Center San Jose  
 San Leandro Hospital  
 San Ramon Regional Medical Center  
 Sonoma Valley Hospital  
 UCSF Benioff Children's Hospital at Oakland

UCSF Benioff Children's Hospital at Mission Bay  
 UCSF Medical Center at Mission Bay  
 UCSF Medical Center at Parnassus  
 UCSF Medical Center at Mount Zion  
 Washington Hospital Healthcare System  
 Watsonville Community Hospital  
 Zuckerberg San Francisco General Hospital and Trauma Center (limited services)

The Canopy Health network includes 10 San Francisco Bay Area counties: Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, Santa Cruz, San Francisco, Sonoma and portions of Solano.

<sup>1</sup>“Medical Group” means the physician group that your primary care physician belongs to and is responsible for coordination of your care.

<sup>2</sup> Members have access to care at hospitals within their chosen medical group.

# Highlights of Your CanopyCare HMO Plan



**\$0 deductibles**

**Fixed copays for most services**

**You and your primary care physician (PCP) determine how to meet your needs**

**No referral needed to see any Canopy Health OB/GYN specialist in your medical group<sup>3</sup>**

**Ease of getting a second opinion**

**The Alliance Referral Program:**

- reduces barriers and simplifies referrals
- allows access to all Canopy Health providers with a PCP referral – not just those in your medical group

**Wellness programs**

**Behavioral health with no referral needed from your PCP**

**MyCanopyHealth App & Portal to help you manage your health care**

- Online scheduling<sup>4</sup>
- Virtual visits
- View your plan benefits & more

<sup>3</sup>Self-referrals are allowed for OB/GYN reproductive and sexual health care services within your PCP's medical group. If the OB/GYN you would like to see is not in your PCP's physician group but is in the Canopy Health network, a referral is necessary.

<sup>4</sup>Online scheduling available through participating providers.

# Summary of Benefits



## Medical

Benefit description	Your cost
Preventive care office visits, including well-woman exams	\$0
Doctor office visit (medical or behavioral health)	\$25
Specialist office visit	\$25
Telehealth services	Mirrors in-person cost share based on type of services provided
Vision exam for refractive eye exam	\$25
X-ray laboratory procedures	\$0
Prenatal and postnatal office visits	\$0
Hospitalization (medical or behavioral health)	\$200 per admission
Urgent care	\$25
Emergency room	\$100
Chiropractic services (provided by ASH)	\$15/30 visits max
Acupuncture services (provided by ASH)	\$15/30 visits max

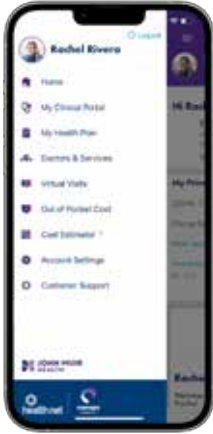


## Prescription drugs

Benefit level	Your cost
<b>Retail (up to a 30-day supply)</b>	
Tier 1 – Generic	\$10
Tier 2 – Brand, preferred	\$25
Tier 3 – Non-formulary	\$50
Tier 4 – Specialty drugs	20% (\$100 maximum copay per prescription)
<b>Mail order (up to a 90-day supply)</b>	
Tier 1 – Generic	\$20
Tier 2 – Brand, preferred	\$50
Tier 3 – Non-formulary	\$100

**Note:** This is a summary, it does not include all covered services, limitations, or exclusions. Please refer to your Evidence of Coverage for all terms and conditions of coverage.

# Set Up Your MyCanopyHealth Account



After you receive your Health Net member ID, create your MyCanopyHealth account

1. Visit [MyCanopyHealth.com](https://www.MyCanopyHealth.com) or download app
2. Select “*create account*”

Download the MyCanopyHealth app here:



**Once you receive your member ID number, create an account so you can access these features anytime:**

- Search for a primary care or specialty provider
- Get information about your primary care provider
- Request to change your PCP
- View and download a digital health plan member ID card
- Order a new physical member ID card
- Find care in your network, hospitals, urgent care and health care services

**Or after your plan is effective:**

- Schedule an appointment with your doctor<sup>5</sup>
- Ask your doctor a question or send a message<sup>5</sup>
- Schedule a telehealth or video visit with your doctor<sup>5</sup>
- Check your visit summary, lab results, medications and more<sup>5</sup>
- Review your health plan and pharmacy benefits
- Have an urgent care virtual visit with a licensed physician after hours or anytime<sup>6</sup>
- Using My Benefits – helpful information and videos on using your health care benefits, accessing behavioral health and pharmacy services

<sup>5</sup> Select participating providers.

<sup>6</sup> Licensed physician through a contracted third-party telehealth services provider.



## Get your member ID card

After you enroll, look for your new ID cards in the mail. All new and returning enrolled members will get a member ID card. Check your card right away to be sure your PCP is right for you. To request to change your medical group or your PCP, log into your account at [MycanopyHealth.com](https://www.MycanopyHealth.com), then go to *Select/Change PCP*. Or you can call Health Net Member Services at **833-448-2042**. You can make this change once a month.

- **Your member ID card includes:**

- Your member ID number (Returning members – your member ID number will not change)
- Start date of your coverage
- Your medical group, PCP name and contact information

If you don't have a member ID card by your start date, call Health Net Member Services at **833-448-2042**. You can also access your digital member ID card or print a copy of your member ID card on the MyCanopyHealth app and portal.



Don't forget: You will need to present your ID card when you access care



# Find Doctors and Services in Your Network

*With CanopyCare HMO you have access to the entire Canopy Health network. If you want a second opinion or need care from a specialist, your doctor can refer you to any doctor in the Canopy Health network*

## **Your primary care physician (PCP) and medical group<sup>7</sup>**

Every member has a doctor who is their primary care physician (PCP). Your PCP helps you stay healthy and can help care for you when you're sick.

### ***Alliance Referral Program***

This program simplifies referrals and gives members access to all Canopy Health providers, not just those in their doctor's medical group.

### ***A new approach to referrals***

You get an active role in your care. You and your doctor make choices that fit how you live. It's that simple!

### ***Three steps to access a specialist***

- 1 Talk with your PCP. If you need a specialist, you and your PCP can discuss the best option. Your PCP will put in a referral for you.
- 2 Members and providers will be notified when the referral is approved.
- 3 Schedule an appointment with the specialist.

### ***The Canopy Health Ambassador Program***

The Canopy Health Ambassador Program is available to answer any questions on:

- The Alliance Referral Program
- Transitioning your care to new providers including information on how to transfer your medical records
- Navigating the Canopy Health Network

For more information on the Alliance Referral Program or navigating the Canopy Health network, please contact a Canopy Health Ambassador via secure email or phone number: Monday–Friday, 8:30 a.m.–5 p.m. Pacific Time

For more information, contact an Ambassador

Email: [Ambassador@CanopyHealth.com](mailto:Ambassador@CanopyHealth.com)

Phone: **415-712-1020**



Care at an urgent care clinic is covered within your network. Emergency care is covered wherever you need it.

<sup>7</sup>“Medical Group” means the physician group that your primary care physician belongs to and is responsible for coordination of your care.



# Transition of Care



We're here to help make your transition easy

Listed below are steps you can take to help ensure a smooth transition to your new plan.

1. Refill Prescriptions – including Medications and Medical Equipment.
2. Transfer Medical Records
3. Apply for Continuity of Care

For details, visit [healthnet.com/sfhss](http://healthnet.com/sfhss) >Enrollment>Transition of Care

# Continuity of Care



## Medical

When you change health plans during open enrollment, you might get to continue your care with your current doctors or medical group. This is called Continuity of Care (COC). You have 60 days after you enroll to request COC. Here is a list of conditions eligible for COC:

- **Acute condition**
- **Serious chronic condition – up to one year of coverage**
- **Pregnancy (includes immediate postpartum care)**
- **Mental health for the person giving birth – up to one year of coverage from diagnosis or the end of the pregnancy**
- **A newborn up to 36 months of age – up to one year of coverage**
- **Terminal illness**
- **A surgery or other procedure authorized by your prior health plan as part of a documented course of treatment**

If you or a family member gets medical treatment from an out-of-network provider for one of the medical conditions above, please complete a COC form as soon as possible. You can find the COC form by visiting [healthnet.com/sfhss](http://healthnet.com/sfhss) >Enrollment>Continuity of Care or by calling member services at 833-448-2042. A representative will help you determine if you're eligible for COC.

## Pharmacy

**New members: Maintain coverage for your maintenance medications and medical equipment (for example, Glucose monitors and CPAP machines) that require prior authorization**

In order to avoid any issues with your prescription in the first 90 days, please complete a prescription transition of care form, available at the Continuity of Care page of [healthnet.com/sfhss](http://healthnet.com/sfhss). For the full list of medications and medical equipment that require prior authorization, please visit [healthnet.com](http://healthnet.com), or contact us at the number on your member ID card.

## Behavioral Health

If you or a family member are receiving mental health services or substance use disorder treatment (inpatient or outpatient), call 833-996-2567 to find out if you can get COC help.

For more information on your healthcare services, go to [MyCanopyHealth.com](http://MyCanopyHealth.com) or download the MyCanopyHealth app from your favorite app store.



# Learn Where to Get Care

Your plan offers many ways to get the health care you need anytime and anywhere.



## At a doctor's office

Visit your PCP for routine and preventive care. This includes wellness checks every year, vaccines and other care. Your PCP can help direct your care to other providers within the network if needed.

To find a doctor in the CanopyCare HMO network, visit [MyCanopyHealth.com](http://MyCanopyHealth.com) or use the MyCanopyHealth app.<sup>8</sup>

## Behavioral Health Services

### Your Health Net behavioral health benefits.

Get easy access to services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatry

You don't need a referral from your PCP. For help, call the Mental Health Benefits and Appointments phone number on your member ID card.



## At home

### Virtual medical or behavioral health visits

If you prefer, you can virtually see a doctor in your home. Ask if your PCP offers telehealth services. If not, you can use the MyCanopyHealth app and portal to access phone or online video visits with a licensed medical doctor 24/7.

For virtual behavioral health visits, contact the Mental Health Benefits and Appointments phone number on your member ID card.

### 24/7 Nurse Advice line

Get advice from a registered nurse:

- When to get medical care
- How to take care of a minor injury or illness
- Helping you spot health emergencies
- Help answer questions about medications



## In a clinic

### Urgent care centers

Get same-day care when your doctor is not available. Some urgent care centers offer X-rays and lab tests.

To find an urgent care center in your CanopyCare HMO network, visit [MyCanopyHealth.com](http://MyCanopyHealth.com) or use the MyCanopyHealth app.

### Chiropractic and Acupuncture

What you need to know:

- You get 30 chiropractic and acupuncture visits (each) per calendar year
- You don't need a referral from your PCP
- To find a provider, visit American Specialty Health Plans (ASH Plans) or call **800-678-9133**.



It's a good idea to schedule a new member appointment with your doctor as soon as you can. This will give both of you the chance to get to know each other.

<sup>8</sup> For the official CanopyCare HMO provider search please go to [healthnet.com](http://healthnet.com)

# Fill Your Prescriptions

Go to an in-network pharmacy for everyday prescriptions or insulin. If you give yourself injectable medication, talk to your doctor about refills.

## How to use your CVS Caremark Mail Service Pharmacy

You can reduce costs if you order up to a 90-day supply of your maintenance medication or insulin. Specialty Drugs, which are self-administered orally, topically, by inhalation, or by injection, are not available in supplies greater than 30-days, and are not available through CVS Caremark Mail Service Pharmacy.

To use the CVS Caremark Mail Service Pharmacy, fill out and send the order form or have your doctor call 800-875-0867. Have the name of the medication and your doctor's contact information handy:

- Name
- Phone number
- Fax number (if available)

**Note:** This program only applies to maintenance medications. Some drugs are not available through the mail service program.

For more information about your benefits, login into your MyCanopyHealth account and select Using My Benefits.



**Tip:** Ask for generic drugs to reduce costs.



# Take Control of Your Health with Coaching, Support and Custom Goals

Health Net is focused on giving you all the tools you need to live a healthier, more productive life. Our programs can help you make healthy lifestyle choices for you and your family. To access our Wellness programs, visit [healthnet.sharecare.com](http://healthnet.sharecare.com).



## RealAge® Program

The RealAge Program is our healthy behavior program targeting the 4 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. You'll receive a **\$50 gift card** for taking the test and sharing the results with your primary doctor.



## 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.



## Health Coaching Programs

- **Health Coaching Program (telephonic):** With one-on-one support, you and your Health Coach find what motivates you and address the specific health behaviors that affect short-term health risks and long-term goals.
- **Health Coaching Program (digital):** Consists of multiple lessons related to stress, smoking cessation, exercise, weight, gaps in care and more!



## Eat Right Now Program

The Eat Right Program is a new 28-day program with the goal of helping you to rewire your brain so you can develop new eating habits. This could lead to weight loss and help you to maintain your ideal weight, with less stress and effort.

# More Programs Especially for You

*As a member, you and your covered dependents have access to these programs from our wellness partners.*



## Diabetes Prevention Program

If you are prediabetic, you have access to our 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.



## Welvie®

Engage with a support program that helps you decide on, prepare for and recover from surgery. Check it out now!



## myStrength

myStrength is a virtual wellness platform (both web and app based). You get private access to self-help tools, tips and daily inspiration. The programs are designed to help empower you to become and stay mentally and physically healthy. Find programs for stress, anxiety, chronic pain and more.

For LGBTQ+  
resources, visit  
[healthnet.com/sfhss](https://healthnet.com/sfhss).





## 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 does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, gender affirming care, 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](mailto:Member.Discrimination.Complaints@healthnet.com) (Members) or  
[Non-Member.Discrimination.Complaints@healthnet.com](mailto:Non-Member.Discrimination.Complaints@healthnet.com) (Applicants)

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](http://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 **1-800-522-0088** (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 **1-800-522-0088** (TTY: 711)

**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 **1-800-522-0088** (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 **1-800-522-0088** (TTY: 711)。

**Hindi**

बना 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 **1-800-522-0088** (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 **1-800-522-0088** (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、**1-800-522-0088**、(TTY: 711)。

**Khmer**

សេវាកម្មភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន **1-800-522-0088** (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 **1-800-522-0088** (TTY: 711).

**Navajo**

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hó'ól. T'áá hó hazaad k'ehjí naaltsos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsos bee néího'dólzíníí bikáa'gi béésh bee hane'í bikáa' áají' hodíílnih éí doodaii' **1-800-522-0088** (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 **1-800-522-0088** (TTY: 711).

**Panjabi (Punjabi)**

ਬਨਿਾਂ 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 1-800-522-0088 (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 1-800-522-0088 (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 1-800-522-0088 (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 1-800-522-0088 (TTY: 711).

**Thai**

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-800-522-0088 (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 1-800-522-0088 (TTY: 711).





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## For all Health Net CanopyCare HMO members

Call Health Net Member Services at 833-448-2042 with questions or to find resources.

We are here to help you Monday–Friday from 7:30 a.m. to 5:30 p.m. Pacific Time

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