

Health Net of California, Inc. (Health Net)

Health Net

SmartCare HMO *and* Wellness Rewards Program

Putting your health first



Health Net®

Welcome



to Health Net SmartCare HMO

The SmartCare HMO health plan combines multiple health care elements to help you gain and maintain a healthy lifestyle – all while protecting your budget!

Championing solutions for the health of Californians. **It's not just our business. It's our passion.**

Trusted, quality network

By choosing Health Net SmartCare HMO, you have access to an established, local provider network that connects you to respected, high-quality doctors, provider groups and hospitals. Plus, Health Net SmartCare HMO offers the convenience of MinuteClinics¹ (generally located inside a CVS Pharmacy), giving you easy access to basic health care services.

Easy-to-use benefits with predictable costs

There are a lot of reasons why so many people are choosing Health Net's SmartCare HMO.

✓ With **easy-to-use benefits, predictable costs and no claim forms to file**, SmartCare HMO is an attractive option!

With SmartCare HMO, Health Net does more than protect your health. We support your relationship with your doctor – which is the key to the whole-health process. When you become more involved in your health care and truly partner with your doctor, you're taking the first step toward building healthy habits that can last a lifetime.

Health Net SmartCare HMO also includes acupuncture and chiropractic services – and a Wellness Rewards Program that promotes your overall health and wellness.



¹The MinuteClinic benefit may not be available on all plans. Check your plan documents to confirm if the benefit is available.

Wellness Rewards Program FAQs

Q What is the Health Net SmartCare HMO Wellness Rewards Program?

It's a program that is specifically designed to enhance your relationship with your primary care physician (PCP). Share your Health Risk Questionnaire (HRQ) results with your PCP to receive a \$50 gift card reward. To receive your reward, you must be an eligible Health Net SmartCare HMO member and complete the following actions:

- Log in to the **www.healthnet.com** member site. (**Note:** If you are not yet registered on HealthNet.com, please complete the registration process in order to obtain access to our HRQ.)
- Complete the online HRQ.
- Schedule an appointment for your preventive care physical with your PCP, indicating you would like to discuss your HRQ results with your physician.
- Print your HRQ report and take it with you to your preventive care physical. *It is important that you bring your results to the appointment because the report contains your actual HRQ results that you will be reviewing with your physician.*
- Share your results with your PCP.
- After your appointment, log back in to your online account to confirm you shared your results with your PCP. Record any new health information that you may have obtained from your PCP visit in your online Personal Health Record.

Q What is the objective of the Health Net SmartCare HMO Wellness Rewards Program?

It is designed to reward eligible members for completing two actions:

- Taking the online HRQ, and
- Sharing the results with your PCP.

Once you have discussed your HRQ results with your PCP, you must log back in to your online account and complete the Primary Care Physician Form to confirm you shared your results with your PCP. The PCP form is located in the Reward section under Complete Forms & Survey.

Only after you have completed these steps will you be eligible for a reward.

Q Who is eligible to participate?

The program is open to any enrolled Health Net SmartCare HMO member age 18 and over. This includes employees, spouses, domestic partners, children ages 18 and over, COBRA beneficiaries, and employees on disability leave.

Q Who is eligible to receive a reward?

Any eligible member who completes the reward fulfillment requirements is eligible to receive the \$50 gift card reward.



In order to receive the \$50 gift card, you must complete the HRQ online via the **HealthNet.com** website.

Q How do I sign up to take my online HRQ?

You will need to register as a Health Net member at www.healthnet.com – Click *Register*, then *I'm a Member*. Follow the instructions to complete your registration.

To access the HRQ, click on *Wellness Center* and go to the link under *Don't Forget to Take Your HRQ!*

After clicking the link, you'll proceed to our secure website.

Q What if I don't have online access?

To be eligible for the reward, you must complete the HRQ online via the HealthNet.com website. Paper copy submissions are not eligible for the reward.

Q How will I receive my reward notification and incentive fulfillment instructions?

You will receive a notification (via USPS or email) that includes instructions on how to select your gift card.

Q How long does it take to receive my reward notification?

Please allow Health Net ten business days to process your reward notification. If you have not received your reward notification within ten business days, you can call the Customer Contact Center number on the back of your ID card.

Q What can I get with the gift card?

The gift card is good at any participating merchant nationwide. Depending on the retailer you choose, you can use your gift card online (please check with your retailer of choice to confirm they accept gift cards for online purchases prior to selecting your reward) or in-store. You can even donate your reward to a nationally recognized charity.

Q What if I already received a \$50 gift card reward for fulfilling the HRQ incentive requirements? Can I get another reward?

Eligible members may obtain the gift card reward once every calendar year. Incentive fulfillment requirements still apply.

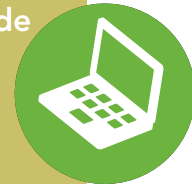
Q How do I know that my information will be kept confidential?

Under federal law, Health Net cannot share personal health information with your employer group, including names of participants in this program. The information exchanged between Health Net and its participating vendors is limited to what is necessary to fulfill the requirements for the reward. HRQ data is stored and protected in a secure database, and information is sent through a secure connection which encrypts all communications. Please note, the information in your HRQ results and your Personal Health Record cannot and will not be used to calculate or adjust your premium.

Great News:
The reward
never expires!

Completing your Health Net HRQ is easy!

- 1 Register for access to the Health Net website at www.healthnet.com.
- 2 To access the HRQ, click on *Wellness Center* and go to the link under *Don't Forget to Take Your HRQ!*
- 3 Prepare by gathering important health information, such as your current height, weight, blood pressure, and results from recent lab work if you have them, such as cholesterol, glucose and triglyceride levels. The more accurate your responses, the more valuable your results will be.
- 4 Follow the instructions to complete the HRQ.



Nondiscrimination Notice

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. (Health Net) 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, 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 **1-800-522-0088 (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. 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)

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 1-800-522-0088 (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

बनिा लागत की भाषा सेवाएँ। आप एक दुभाषयिा प्राप्त कर सकते हैं। आपको दस्तावेज पढ कर सुनाए जा सकते हैं। मदद के लए, आपके आईडी कार्ड पर दए 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

សេវាភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូម ទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្ម នៃក្រុមហ៊ុន 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 보혐 ID 카드에 수록된 번호로 전화하시거나 1-800-522-0088 (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíik'e. Ata' halne'ígíí hóló. T'áá hó hazaad k'éhjí naaltsoos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsoos bee néího'dólzinígíí bikáa'gi béésh bee hane'í bikáá' 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 ਤੋਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ਿਆ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵੀਚ 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 คุณสามารถใช้สามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตามหมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ 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).