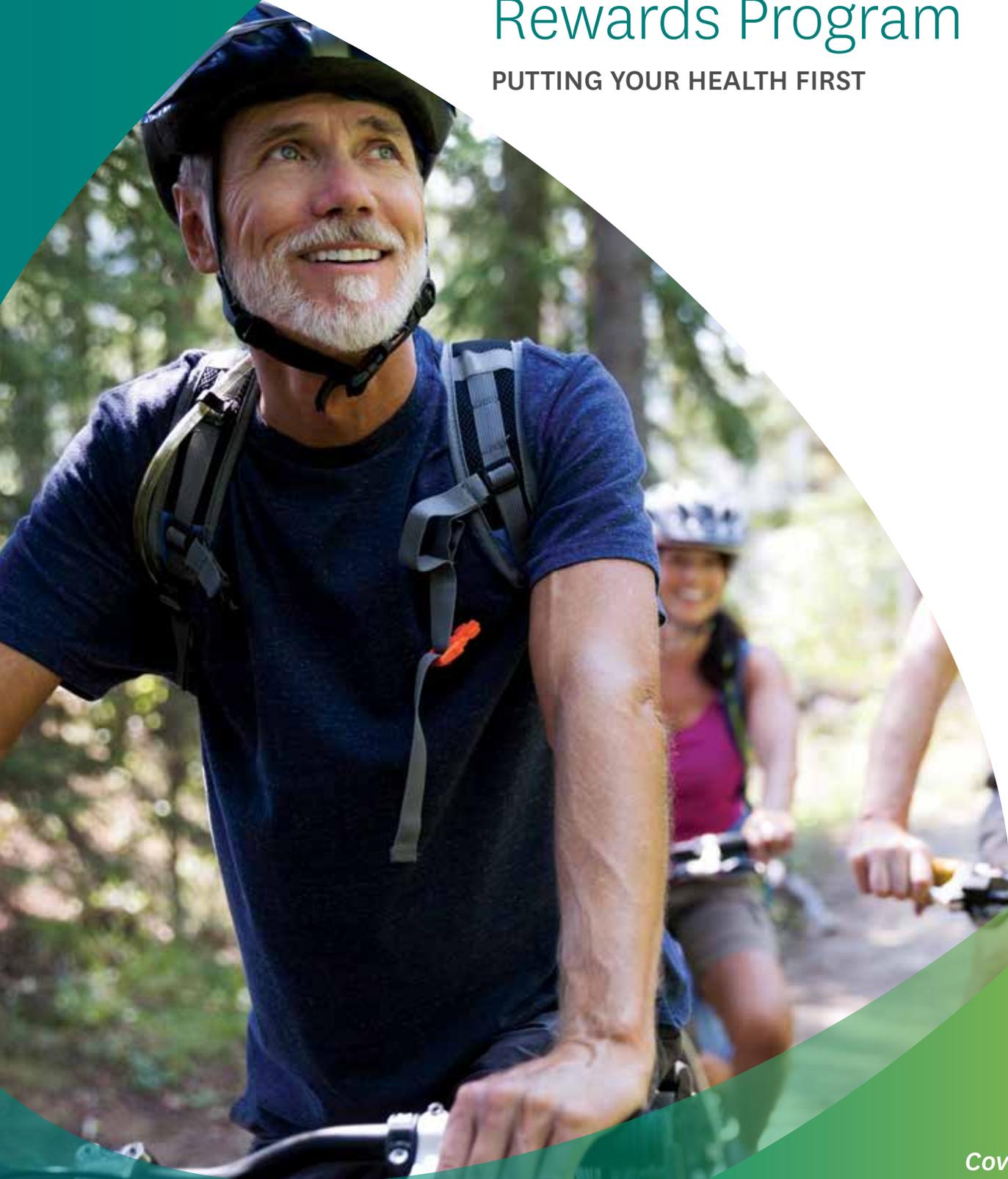




*Health Net of California, Inc. and  
Health Net Life Insurance Company (Health Net)*

# Health Net Wellness Rewards Program

PUTTING YOUR HEALTH FIRST



*Coverage for  
every stage of life™*



## It Pays to Be Well

**REWARD YOUR HEALTH – AND REWARD YOURSELF!**

Log in to [www.healthnet.com](http://www.healthnet.com)  
to get your reward!



*It's easy to maintain a healthy lifestyle when you have the tools you need to make healthy choices. It's even easier when you're rewarded for taking an active role in your health!*

*With the Health Net Wellness Rewards Program, you'll get a \$50 gift card when you complete a Health Risk Questionnaire (HRQ) and talk about it with your doctor.*

## Q How do I receive my reward?

To receive your reward, you must be an **eligible Health Net member** and complete these steps:



Log in to the [www.healthnet.com](http://www.healthnet.com) member site. (Note:

If you are not yet registered on [www.healthnet.com](http://www.healthnet.com), please complete the registration process to get access to our HRQ.) You'll see the information about wellness rewards within 30 days of your effective date.

- **Complete** the online HRQ.
- **Schedule** an appointment for your preventive care physical with your PCP, and let them know you would like to discuss your HRQ results with your doctor.
- **Important.** Print your HRQ report and take it with you to your preventive care physical. The report has the HRQ results you will discuss with your doctor.
- **Share** your results with your PCP.
- **After your appointment**, log back in to your online account and complete the Primary Care Physician Form. This will confirm that you've shared your results with your PCP. The PCP form can be found in the Rewards section under "Credits." Only after you have completed these steps will you be eligible for a reward.
- **Record any new health information** that you may have learned from your PCP visit in your online Personal Health Record.

## Q What is the goal of the Health Net Wellness Rewards Program?

It is designed to reward eligible members when they complete two actions.

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

## Q Who is eligible for the program?

The program is open to any Health Net member age 18 and over who is enrolled in a participating plan.<sup>1</sup> This includes employees, spouses, domestic partners, children ages 18 and over, COBRA beneficiaries, and employees on disability leave.

## Q Who can receive a reward?

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

## 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](http://www.healthnet.com). Click Register, then I'm a Member. Follow the instructions to complete your registration.



Get a  
gift card!

\$50

<sup>1</sup>Eligible plans include:

All group plans: SmartCare, Salud HMO y Más, HMO Full Network, and PPO plans (including OOS PPO).

Large Group: HMO ExcelCare, EOA and EOA ExcelCare.

Small Group: WholeCare HMO and CommunityCare HMO.

Incentive does not apply to Small Group grandfathered plans.

## Completing your Health Net HRQ is easy!

Register for access to the Health Net website at [www.healthnet.com](http://www.healthnet.com). To access the HRQ, click on Wellness Center and go to the link under “Don’t Forget to Take Your HRQ!” Prepare by gathering important health information, such as your current height, weight, and blood pressure. Bring results from recent lab work if you have it, such as cholesterol, glucose and triglyceride levels. The more exact your answers, the better your results will be.

Follow the instructions to complete the HRQ.



### Q How do I find the HRQ on the Health Net website?

1. Go to [www.healthnet.com](http://www.healthnet.com), and enter your user name and password information.
2. To access the HRQ, click on *Wellness Center* and go to the link under “Don’t forget to take your HRQ!”
3. After clicking the link, you’ll be sent 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 [www.healthnet.com](http://www.healthnet.com) website. Do not submit paper copies.

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

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

### Q How long does it take to receive my reward notice?

Please allow Health Net ten business days to process your reward notice.

### Q What can I get with the gift card?

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

### Q How long will my reward be valid?

The reward does not expire.

### Q Who do I contact if I do not receive my reward notice within ten business days?

You can call the Customer Contact Center number on the back of your ID card.

### 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 receive 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 we exchange with our vendors is limited to what is needed to fulfill the incentive to qualify for the reward.

HRQ data is stored and protected in a secure database, and information is sent through a secure, encrypted channel. 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.

## Nondiscrimination Notice

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

For HMO, HSP, EOA, and POS 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](http://www.dmhc.ca.gov/FileaComplaint).

For PPO and EPO plans underwritten by Health Net Life Insurance Company: You may submit a complaint by calling the California Department of Insurance at 1-800-927-4357 or online at <https://www.insurance.ca.gov/01-consumers/101-help/index.cfm>.

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

## 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 ntwav kom yog koj hom lus los tau. Xav tau kev pab, hu peb tau rau tus xov tooj ntwam 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

សេវាកម្មដោយឥតគិតថ្លៃ។ 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 보험 ID 카드에 수록된 번호로 전화하십시오 1-800-522-0088 (TTY: 711).

## Navajo

Saad Bee Áká E'eyeed T'áá Jíik'e. Ata' halne'ígíí hólǫ. T'áá hó hazaad k'ehjí naaltsoos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsoos bee néího'dólzinígíí bikáa'gi béesh 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 прочесть 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).

