

# Ways to Access Your Directories and Formulary

*This document contains important information you need to know about how to access or receive your formulary, provider and/or pharmacy directory.*

## How can I request my provider and/or pharmacy directory?

 If you need help finding a provider and/or a pharmacy, please call the Member Services Department at 1-800-275-4737 (TTY 711:). From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays. To access our online directory, visit [healthnet.com](http://healthnet.com).



## How can I find a provider and/or pharmacy online?

Our online provider directory, *ProviderSearch*, helps reduce administrative and environmental waste. To search our listing of participating health care providers, including doctors, hospitals and urgent care facilities, simply log in to [healthnet.com](http://healthnet.com) and select the *ProviderSearch* tool.

You can also call the Member Services Department phone number to schedule a visit with your doctor or to get help finding a new doctor. We welcome your feedback too! If you find an error in a listed provider's contact information, please call the Member Services Department at **1-800-275-4737** to report it.

If your plan includes drug coverage, you can find a pharmacy online at [healthnet.com](http://healthnet.com), or you can call Member Services at the number listed above.

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## How can I access my formulary?

If you have a question about covered drugs, please call **1-800-275-4737** or visit **healthnet.com** to access our online drug list (formulary). If you would like a formulary mailed to you, please call Member Services for assistance.



Health Net of California, Inc. has a contract with Medicare to offer HMO plans. Enrollment in a Health Net Seniority Plus (Employer HMO) Medicare Advantage plan depends on contract renewal.

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