

# Top Reasons to Sell Health Net

## SMALL BUSINESS GROUP

At Health Net, we offer an array of small business benefit solutions. We're committed to offering the right-size plans and networks that are designed to suit your client's needs, and their budgets. And with concierge-style service, behavioral health available to all plans, wellness programs, and other extras, we believe our plans offer value beyond benefits. The net result is satisfaction – for you and your clients.



### Access to quality care paired with affordable rates (in HMO and PPO)

Our plans + networks are winning combinations of affordable, competitive rates, and access to quality care. We offer HMO and PPO solutions for each small business client.



### Robust provider network options

Your clients have choice and flexibility with our five networks: Full Network HMO, WholeCare HMO, SmartCare HMO, Salud HMO y Mas, and Community Care.

One of the largest PPO networks in the state of California.<sup>1</sup> With our First Health out-of-state PPO network your clients can rest assured that they have access to a national network of doctors and hospitals in all 50 states, Washington, D.C, and Puerto Rico.



### More flexible underwriting

Enjoy simpler selling and flexible choices with Health Net's Underwriting Guidelines and three separate promotions. Participation guidelines have been reduced to **25%** within our Enhanced Choice A and Enhanced Choice B programs- or sell HMO with just six enrolling employees. Enjoy smoother enrollment with no DE9C paperwork required for groups that qualify for our underwriting promotions.



### Concierge-style service for ALL brokers

Health Net has a dedicated Account Manager assigned to ALL brokers. Our **expert account management team is here to make sure that you and your clients have a positive experience.** Need help right away? You can also just call 800-447-8812, Option 2 during business hours to speak to someone on our team!



(continued)

<sup>1</sup>Network data current as of October-December 2021.



## More network choices

**Mix-and-match HMOs and PPOs** so your clients can have the flexibility of picking their favorite plan design and pairing it with any of the networks we offer in their location.



## Access to to video appointments 24/7<sup>2</sup> with Babylon

Health Net members can speak to a doctor 24/7<sup>2</sup> and therapist weekdays 7am – 7pm (Pacific Time) through the Babylon app at no additional cost (for most plans). The Babylon app (available in English and Spanish) is a convenient way for Health Net members to discuss non-emergent health issues like cough and sore throat, anxiety, and depression, cold and flu and more! During the video visit, members can get answers about urgent prescription refills<sup>3</sup>, and labs and x-rays.<sup>4</sup> Members can check and monitor symptoms through the Babylon app.



## Leader in customer service

**Thanks to your clients –Health Net received two national customer service recognitions.** The first recognition was from Forrester® in which Health Net scored #1 for Customer Service in the Forrester 2021 US Customer Experience Index (CX Index™) survey for the health care insurance payer segment.<sup>5</sup> The second recognition was from Newsweek Statista. They also honored Health Net as one of America's top ranked companies for customer service for 2022.<sup>6</sup>

<sup>2</sup>Behavioral health services are open Monday - Friday 7:00 a.m. to 7:00 p.m. (Pacific time).

<sup>3</sup>Access to telehealth services does not guarantee that a prescription will be written.

<sup>4</sup>Labs and X-rays may be ordered by Babylon providers if medically necessary.

<sup>5</sup>[https://www.healthnet.com/content/healthnet/en\\_us/news-center/news-releases/2021-09-02-health-net-named-by-newsweek-to-annual-americas-best-customer-service-ranking.html](https://www.healthnet.com/content/healthnet/en_us/news-center/news-releases/2021-09-02-health-net-named-by-newsweek-to-annual-americas-best-customer-service-ranking.html)

<sup>6</sup>[https://www.healthnet.com/content/healthnet/en\\_us/news-center/news-releases/2021-07-13-health-net-ranks-highest-in-customer-service-among-health-insurers.html](https://www.healthnet.com/content/healthnet/en_us/news-center/news-releases/2021-07-13-health-net-ranks-highest-in-customer-service-among-health-insurers.html)