Ways to Access Your Providers and Formulary

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

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.**

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

Our online provider directory, *ProviderSearch is the fastest way to find information*. *Going online* 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** and select the *ProviderSearch* link.

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. 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/ groupmedicarepharmacy,** then click on the *Pharmacy Network* link. Or you can call Member Services at the number listed above.

(continued)

Coverage for every stage of life™

How can I access my formulary?

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