



WHOLE you



Coverage for every stage of life™

2021 Bulletin

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Welcome to Whole You

YOUR ANNUAL BENEFITS AND SERVICES
NEWSLETTER FROM HEALTH NET.

*Whole You is your source for information to help you
make the most of your Health Net coverage.*

In this issue, you'll find topics and information that include:

- Which Health Screenings Do You Need?
- Stay active with Silver&Fit®
- Quality Corner
- We speak your language
- Case management
- Ways to Avoid a Fall
- How we protect your privacy



Have comments or thoughts on topics you'd like to see in upcoming issues? Call us!

Los Angeles County:
1-855-464-3571
(TTY/TDD: 711)

San Diego County:
1-855-464-3572
(TTY/TDD: 711)



Health Net Community Resources

Health Net Community Connect (Aunt Bertha) is a free online search service that makes it easy to find free and low-cost social services. You can find anything from food pantries to housing and medical supplies by typing in a ZIP code.

Go to Health Net’s webpage to start using Health Net Community Connect (Aunt Bertha). The following URLs will connect you to the service.

- 1 healthnet.auntbertha.com
- 2 mmp.healthnetcalifornia.com



Under *Find Social Services in Your Community* enter the zip code and you will see all the programs serving that zip code.

Use these steps to find **coronavirus resources**.

- **Open** healthnet.auntbertha.com
- **Enter** your zip code
- **Type** ‘COVID19’ in the search box

The Aunt Bertha team has also created findhelp.org to respond to the COVID-19 crisis and serve related needs. New programs are being added daily.



Need Help?

Call Member Services if you have any questions about the services in this newsletter. We are open Monday through Friday, 8 a.m. to 8 p.m., Pacific time. You can leave a message after hours or on weekends or holidays. Your call will be returned within the next business day.

The call is free.

- **Los Angeles County residents:**
1-855-464-3571
(TTY/TDD: 711)
- **San Diego County residents:**
1-855-464-3572
(TTY/TDD: 711)

Health Net's most important goal continues to be helping you stay healthy. Each year, we set goals to improve how many of you get important care like flu vaccines and cancer screenings. We also want you to have easy access to care. The boxes below show how well we are meeting our goals.



You are Doing a Great Job!

- Getting care quickly
- Taking diabetes medicines as ordered
- Osteoporosis (bone thinning) screening



We Still Need Your Help!

- Good control of blood pressure
- Flu vaccines
- Breast cancer screenings



Here are ways you can take action this year:

- Schedule cancer screening tests
- Get a flu shot
- Check your blood pressure and take more walks



One of the best ways to stay healthy is by seeing your doctor each year. Be sure to complete the tests and vaccines your doctor suggests.

Stay active with Silver&Fit®!

- Work out at home with home fitness kits.
- Get access to many fitness centers.
- No cost to you!

Call the Member Services number on the back of your Health Net card for more information.



Ways to Avoid a Fall

When you were young and fell down, you probably bounced back up and dusted yourself off more often than not. But as we grow older, falls become more dangerous. In fact, for many seniors, falling can lead to serious injuries like broken hips.

To help avoid a fall:



Make your home safer.

Arrange furniture for clear walking paths. Remove any loose rugs or clutter to prevent slipping or tripping. Consider having someone install railings for stairs and grab bars for the bathtub. And make sure there's good lighting, especially around stairs.



Stay active. Exercise regularly to maintain your balance and lower-body strength. People with less muscle strength are more likely to fall down.



Have your vision checked. If you wear reading glasses, remove them when walking or climbing stairs.



Use canes or walkers if you need them.

Know the risk factors. Some conditions, medicines, or lifestyle choices may increase the risk of falling. For instance, do you feel dizzy when you stand up quickly? Do you drink alcohol? Do you have diabetes? These can all raise your risk of falling. When you see your health care provider, ask what you can do to stay safe.

Sources: National Institute of Arthritis and Musculoskeletal and Skin Diseases; National Institute on Aging.

Earn Rewards!



You can earn My Health Pays® rewards for staying focused on your health!

Earning rewards is as easy as taking good care of yourself. You will earn a reward when you complete each of the healthy activities listed below.



Earn \$20 by getting your **yearly flu shot**



Earn \$20 by getting a **breast cancer screening**



Earn \$20 by getting a **bone density test**



Earn \$20 by completing a **Health Risk Assessment**



Earn \$20 by getting ongoing **diabetes care**



Earn \$20 by getting a **colon cancer screening**

Learn more at mmp.healthnetcalifornia.com or call toll-free **1-855-464-3571** (Los Angeles), **1-855-464-3572** (San Diego), TTY/TDD: 711. We are open Monday through Friday, 8 a.m. to 8 p.m., Pacific time. You can leave a message after hours or on weekends or holidays. Your call will be returned within the next business day.

Medicare Diabetes Prevention Program



[www.solera4me.com/
healthnet](http://www.solera4me.com/healthnet)

1-877-790-4520
(TTY/TDD: 711)

*The Medicare Diabetes Prevention Program (MDPP) is a lifestyle change program that helps members lose weight and adopt healthy habits. The program helps reduce the risk of getting **Type 2 diabetes**.*

Ready to get started and find a class near you?

1 Take the one-minute quiz at www.solera4me.com/healthnet to see if you qualify for the program at **no extra cost** to you. Or call Solera today at **1-877-790-4520 (TTY /TDD: 711)**, Monday through Friday 6 a.m. – 6 p.m. Pacific time.

2 Contact your provider for an A1C blood test or a fasting glucose test.



3 All qualified Medicare members will be matched with their “best fit” MDPP provider based on their needs and preferences.



How Soon Can I See the Doctor?

When you need medical care, it is important to get it promptly. The amount of time before your appointment depends on your health issue. It also depends on the type of care you need.

The table to the right shows how soon you should be able to see a doctor. It may be OK to wait longer if it does not harm your health. Be sure to call the number on your member ID card if you have questions. **If you feel that you are having an emergency, call 911 or go to the nearest emergency room.**

 Appointment type	 Wait time for appointment
Routine care appointment with your primary care physician (PCP) – your main doctor	Within 10 working days
Routine care appointment with a specialist (when your PCP refers you)	Within 15 working days
Urgent appointment for services that do not need approval in advance	Within 48 hours
Urgent appointment for services that need approval in advance (prior authorization)	Within 96 hours
First prenatal visit	Within 10 working days
Physical exam/preventive checkup	Within 30 calendar days
Ancillary testing (such as labs, X-rays, or therapy services that you cannot get in your doctor’s office)	Within 15 working days



A working day is usually Monday through Friday. It does not include weekends or holidays.

Interpreters are available for members who need assistance. Interpreters must be available at the time of the appointment. Call Health Net to ask for an interpreter 10 days prior to the appointment.

Case Management

Finding your way through the health care system can be a challenging. Health Net has a team of nurses, social workers, and other health care staff who can help. They work with you and your doctors to create a plan to help you manage your illness and regain your health.



A case manager can:

- Help find community resources to support your care.
- Help all your providers share information about your care with each other.
- Guide you to make the most of your health care benefits.
- Help you fully understand:
 - Your illness.
 - Your treatment options.
 - Actions you can take to improve your health.

It is your choice whether to take part in Case Management or not. This will not affect your health care benefits.

Case Management may help if you or a loved one:

- Has a complex health issue, such as diabetes, heart disease, asthma, heart failure, transplant, kidney disease, or cancer.
- Has had many hospital stays.
- Needs advanced home care.
- Has had a serious injury.
- Has a terminal illness.

You can learn more about how your caregiver or doctor can refer you to the Case Management program. You can also ask for an evaluation to find out if Case Management can help you.

For more information, call:

- **Los Angeles County:**
1-855-464-3571
(TTY/TDD: 711)
- **San Diego County:**
1-855-464-3572
(TTY/TDD: 711)

How We Protect Your Privacy

Guarding your privacy is a top priority at Health Net. We follow strict guidelines that govern how we may collect, use, or disclose your protected health information (PHI).

You have certain rights with regards to the information we maintain about you. PHI includes information about you, such as:

- Demographic information, such as your race, ethnicity, or language spoken.
- Any information that can be used to identify you.
- Your past, present, or future physical or mental health condition.
- How we provide health care to you.
- The payment for that care.

Health Net is required by federal and state laws to inform you about your rights, our legal duties, and privacy methods with respect to your PHI.

Health Net's Notice of Privacy Practices explains:

- How your PHI may be used or disclosed.
- Your rights as a member to access PHI and to request amendments, restrictions, or an accounting of disclosures of PHI.
- How to file a complaint.

To obtain a copy of Health Net's privacy policies:

1. Log in to **mmp.healthnetcalifornia.com**.
2. Scroll down to the bottom of the page.
3. Click *Notice of Privacy Practices*.



Which Health Screenings Do You Need?

There are health screenings that can help doctors catch problems early. This can make treating a disease easier and more effective.

What's right for you?

Which screenings you may need depends on your age and other things. Ask your doctor about these screenings.



What	When
Breast cancer	Get a mammogram every year starting at age 35 or as your doctor suggests.
Cervical cancer	Starting at age 21, get a cervical cancer screening (Pap test) every 3 years. At age 30, you can have a Pap test every 3 to 5 years or as your doctor suggests.
Chlamydia (a sexually transmitted infection)	Every year through age 24 for sexually active, non-pregnant people; every year starting at age 24 if at high risk.
Colorectal cancer	At age 50, talk to your doctor about which test is right for you. If you are high risk, your doctor may start testing at age 40.
High cholesterol	If at increased risk, check every 5 years starting at age 35 for men and age 45 for women.
Hypertension (high blood pressure)	At least every 2 years and more often if your numbers are high.
Prostate cancer	At age 40, talk to your doctor about testing.

Sources: American Cancer Society; Department of Health and Human Services; U.S. Preventive Services

Primary Care: Your First Stop for Better Health

Experts say each of us needs a home base for our health care. That means having a regular doctor to meet your basic health care needs.

A primary care doctor can help you stay healthy – or get better when you're ill. They can treat most minor problems. So unless you have a true emergency, you will most likely not need to go to a hospital for this type of care.

Your primary care doctor will also help you manage your chronic health problems, such as diabetes or asthma. Your doctor may send you to a specialist and follow up with you as needed. They will work with you and your specialists to keep any health problems under control.

Your main doctor can also:

- Give you checkups and other preventive care, such as shots or health screenings.
- Help you reach a health goal like quitting tobacco or losing weight.
- Be your partner in wellness.

Your primary care doctor is listed on the back of your Health Net member ID card. Call the Customer Contact Center if you need help finding a doctor who is right for you at:

- **Los Angeles County residents:** 1-855-464-3571 (TTY/TDD: 711)
- **San Diego County residents:** 1-855-464-3572 (TTY/TDD: 711)



Flu shot

Flu season starts as early as October. So get your flu shot as soon as you can. **Every person age 6 months and older needs this safe shot every year.** Ask your doctor about a flu shot today!

Source: Centers for Disease Control and Prevention

Need help to quit smoking?

Call the California Smokers' Helpline!



1-800-NO-BUTTS
(1-800-662-8887)

..... or go to



www.nobutts.org

Sources: Agency for Healthcare Research and Quality; American Academy of Family Physicians

Coverage Decisions



Health Net works to help you and your family be healthy, secure, and comfortable.

Nothing should stop you from getting the care you need.

Health Net makes all choices about your care based on your medical needs and coverage. We do not reward doctors who deny medical care or treatment. We will review any report of a doctor who does not give needed care to our members. Any doctor found to have acted improperly may have their contract ended by Health Net.

If you have questions, you can talk with us in your preferred language. Call the toll-free or TTY/TDD number on your Health Net ID card, 24 hours a day, 7 days a week. Please ask for the Utilization Management Department.

Get Your Health Plan Information 24/7

Do you need to learn more about how your health plan works? Visit us at mmp.healthnetcalifornia.com. Have your Health Net ID card and follow the steps to register. Once you are registered on the site, you can use these tools.



Online Tools:

My Health Plan helps you learn about:

- Who in your family is covered.
- What services are covered by your plan and what is not covered.
- How to get urgent care and emergency care, out-of-area services, and care after business hours.
- Your member rights and responsibilities. These are found in your Evidence of Coverage.
- How our Quality Improvement Program can help you.
- Your Medi-Cal share of costs or co-payments.
- How we evaluate new medical and behavioral health technology.

MY PLAN ACTIVITY.

Submit and track medical claims, or file a complaint or appeal. You can also track your claims by phone by calling the Member Services number on the back of your ID card.

WELLNESS CENTER.

Find out how to stay healthy and get health education resources.

PROVIDER SEARCH.

Find a primary care doctor, a hospital, or a specialist. You can also find behavioral health, dental, and vision providers.

HOW CAN WE HELP YOU TODAY?

Find quick links to some of the things that you may need most often, such as printing a copy of your ID card or finding a nearby pharmacy.

PRIVACY.

Learn more about your privacy. Scroll to the bottom of the page and click Privacy. Then click the highlighted Notice of Privacy Practices.

If you don't have online access, you can get all the information you need with one call to Member Services at:

Los Angeles County residents:

<1-855-464-3571>

<TTY/TDD: 711>

San Diego County residents:

<1-855-464-3572>

<TTY/TDD: 711>

Help Us Improve Your Care



Make your
voice heard!

Your Feedback Matters - Help Us Improve!

We want to serve you in the best way possible. Let us know how to do so! Please respond to any member experience surveys you may receive.

You may be chosen to take part in the annual CAHPS® Survey. Only a select number of Health Net members will be chosen to take the survey. If you get a survey, please take it! Your **anonymous** feedback will represent thousands of members just like you.

Help us know what matters most to you when it comes to your health care. We need you - we won't know what to fix without your input!

Not Happy With Your Care? We Want to Know

Doctors and other health care providers strive to give the best care possible. But there may be times when you are not happy with the care you received. When that happens, we want to know about it. This is called a grievance. We use this information to make the services you receive from Health Net better.

The easiest way to file a grievance is to call Health Net.

You can share your grievance with a Member Services representative. They can file it for you or send you a form that you can complete and send back.

If you have a grievance, please call us at:

- **Los Angeles County residents:** 1-855-464-3571 (TTY/TDD: 711)
- **San Diego County residents:** 1-855-464-3572 (TTY/TDD: 711)



We Speak Your Language



Health Net has a Language Assistance Program to help you talk to your doctor or any health care provider in your language. This service is at no cost. Through the Language Assistance Program, we can:

- Let you use an interpreter when you talk with your doctor or any health care provider. You do not need to use family or friends as an interpreter.
- Let you use an interpreter to talk with a Health Net representative.
- Send you Health Net materials written in your preferred language.
- Read any Health Net materials to you in your preferred language.

Interpreter services are available 24 hours a day, 7 days a week. Call us and tell us what language you prefer to speak and read. Please also let us know your race and ethnicity. We use this information to improve our services for you. Health Net will protect your individual information.

Please call us at:

- **Los Angeles County**
residents: 1-855-464-3571
(TTY/TDD: 711)
- **San Diego County**
residents: 1-855-464-3572
(TTY/TDD: 711)

Call at least five days in advance if you would like to request an in person or video remote interpreter at no cost to you. Please allow 10 days for sign language interpreters.

Nondiscrimination Notice

Health Net Community Solutions, Inc. (Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)) complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

Health Net Cal MediConnect:

- 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, audio, 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 the Health Net Cal MediConnect Customer Contact Center at 1-855-464-3571 (Los Angeles County), 1-855-464-3572 (San Diego County) (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends, and on holidays, you can leave a message. Your call will be returned within the next business day. The call is free.

If you believe that Health Net Cal MediConnect has failed to provide these services or discriminated in another way, you can file a grievance by calling the number above and telling them you need help filing a grievance; the Health Net Cal MediConnect Customer Contact Center is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available 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) if there is a concern of discrimination based on race, color, national origin, age, disability, or sex.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Chinese Mandarin: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。

Chinese Cantonese: 注意：如果您說中文，您可獲得免費的語言協助服務。請致電 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711). 번으로 전화해 주십시오.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Arabic: ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل بالرقم 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Hindi: ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711). पर कॉल करें।

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)。まで、お電話にてご連絡ください。

Farsi: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Armenian: ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական անվճար անվճար անվճար ծառայություններ: Զանգահարեք 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)

Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Laotian: ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາອັງກິດ, ການຊ່ວຍເຫຼືອດ້ານພາສາທີ່ບໍ່ເສຍຄ່າມີພ້ອມໃຫ້ທ່ານ. ກະລຸນາໂທ 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711).





Health Net, Inc.

PO Box 10422

Van Nuys, CA 91410-0422

Health and wellness or prevention information

Health Net Community Solutions, Inc. is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. This information is not intended as a substitute for professional medical care. Please always follow your health care provider's instructions. Programs and services are subject to change. Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All rights reserved.

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