

# *Ways to Access the Provider and Pharmacy Network Directory*

This document contains important information you need to know about how to access or receive a Health Net Cal MediConnect *Provider and Pharmacy Network Directory*.

## *What is the Provider and Pharmacy Network Directory?*

The *Provider and Pharmacy Network Directory* lists the providers and pharmacies in Health Net Cal MediConnect's networks. While you are a member of our plan, you must use network providers and pharmacies to get covered services.

## *Who are network providers?*

Network providers are health care professionals you can see as a member of our plan. This also includes health facilities. The list of network providers and facilities include:

- Doctors
- Specialists
- Community-Based Adult Services (CBAS)
- Skilled nursing facilities
- Long-term care facilities
- Mental health providers
- Hospitals
- Clinics
- Others who provide goods/services that you get through Medicare or Medi-Cal

Network providers have contracted with Health Net in order to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you see a network provider, you usually pay nothing for covered services.

You must go to the network providers to get services you need, except in emergency or urgent care situations. You may also get kidney dialysis services from a Medicare-certified dialysis facility when you are outside the Health Net Cal MediConnect area.

## *What are network pharmacies?*

Network pharmacies are pharmacies or drugstores that have agreed to fill prescriptions for Health Net Cal MediConnect members. You must fill your prescriptions at one of our network pharmacies if you want our plan to help you pay for them.

*(continued)*



You can access our *Provider and Pharmacy Network Directory* at any time through our website at [www.healthnet.com/calmediconnect](http://www.healthnet.com/calmediconnect).

You must go to the network providers to get the services you need, except in emergency or urgent care situations, or family planning services. If you go to an out-of-network pharmacy for prescription drugs when it is not an emergency, you will have to pay out-of-pocket for the services.

### *How can I find a network provider and/or pharmacy or get the Provider and Pharmacy Network Directory?*

#### **Call**

To find providers and pharmacies in your area and/or to get a copy of the latest *Provider and Pharmacy Network Directory*, call Health Net Cal MediConnect Member Services at:

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

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

A live person is here to talk with you 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.

#### **Click**

To find providers, pharmacies and hospitals online:

- Go to [www.healthnet.com/calmediconnect](http://www.healthnet.com/calmediconnect).
- On the right side of the page, go to the *Provider and Pharmacy Search* box and click on *Find doctors, hospitals, and pharmacies*.
- Go to the *Finding a Doctor or Pharmacy* section.
  - To find a doctor, click on *Find Doctors, hospitals and clinics in our network*.
  - To find a pharmacy, click on *Find a Pharmacy*.

#### **Mail**

If you need help finding a network provider and/or pharmacy, please call Member Services at 1-855-464-3571 in Los Angeles County or 1-855-464-3572 in San Diego County (TTY users call 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. You can also visit [www.healthnet.com/calmediconnect](http://www.healthnet.com/calmediconnect) to access our online *Provider and Pharmacy Network Directory*. If you would like a *Provider and Pharmacy Network Directory* mailed to you, you may call the number above or request one at the website link provided above.

Thank you for choosing Health Net Cal MediConnect. We look forward to providing you with excellent service and high-quality health care.

This document is available for free in other languages and formats like large print, braille, or audio. In addition to asking for materials in other languages and formats, you can also ask that we send you future materials in this same language or format. To get these materials, please call Member Services.

If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 in Los Angeles County and 1-855-464-3572 in San Diego County (TTY users call 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.

Si usted habla español, hay servicios de asistencia de idiomas disponibles para usted sin cargo. Llame al 1-855-464-3571 en Los Angeles County y al 1-855-464-3572 en San Diego County (los usuarios de TTY deben llamar al 711), de lunes a viernes, de 8:00 a.m. a 8:00 p.m. Después del horario de atención, los fines de semana y los días feriados puede dejar un mensaje. Le devolveremos la llamada el siguiente día hábil. La llamada es gratuita.

Kung nagsasalita ka ng Tagalog, available sa inyo ang mga serbisyo ng tulog sa wika, nang walang singil. Tumawag sa 1-855-464-3571 sa Los Angeles County at 1-855-464-3572 sa San Diego County (tumawag sa 711 ang mga gumagamit ng TTY). mula 8 a.m. hanggang 8 p.m., Lunes hanggang Biyernes. Paglipas ng mga oras ng negosyo, tuwing Sabado at Linggo at sa pista opisyal, maaari kang mag-iwan ng mensahe. Ang iyong tawag ay ibabalik sa loob ng susunod na araw ng negosyo. Libre ang tawag.

Nếu quý vị nói tiếng Việt, chúng tôi sẵn có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi 1-855-464-3571 ở Los Angeles County và 1-855-464-3572 ở San Diego County (Người dùng TTY xin gọi 711) từ 8 giờ sáng đến 8 giờ tối, từ thứ Hai đến hết thứ Sáu. Sau giờ làm việc, vào các ngày cuối tuần và ngày lễ, quý vị có thể để lại tin nhắn. Cuộc gọi của quý vị sẽ được hồi đáp vào ngày làm việc hôm sau. Cuộc gọi này miễn phí.

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل بالرقم 1-855-464-3571 في Los Angeles County والرقم 1-855-464-3572 في San Diego County (يتعين على مستخدمي TTY الاتصال بالرقم 711)، من الساعة 8:00 صباحاً حتى 8:00 مساءً، من يوم الاثنين إلى الجمعة، وللاتصال في غير أوقات الدوام الرسمي، أيام الأجازات والعطلات، يمكنك ترك رسالة. سنرد على مكالمتك في يوم العمل التالي. هذه المكالمات مجانية.

Եթե Հայերեն եք խոսում, անվճար լեզվական օգնության ծառայություններ են հասնում Ձեզ : Չանգահարեք 1-855-464-3571 հեռախոսահամարով Los Angeles County-ի և 1-855-464-3572 հեռախոսահամարով San Diego County-ի շրջաններին (TTY օգտվողները զանգահարել 711), երկուշաբթիից ուրբաթ, կ.ա. 8-ից մինչև կ.հ. 8-ը: Հեռախոսազանգն անվճար է:

如果您使用中文，您可以免費獲得語言援助服務。Los Angeles County 請撥 1-855-464-3571，San Diego County 請撥 1-855-464-3572 (聽障專線使用者請撥 711)，週一至週五，上午8點到下午8點。非營業時間、週末及假日，您可以留言。我們會在下一個工作日給您回電。此專線為免付費電話。

បើសិនអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសាភាគតិច គឺមានសំរាប់អ្នក។ ទូរស័ព្ទទៅលេខ 1-855-464-3571 ក្នុង Los Angeles County និង 1-855-464-3572 ក្នុង San Diego County (អ្នកប្រើ TTY ហៅលេខ 711) ពីម៉ោង 8 ព្រឹក ដល់ 8 យប់ ថ្ងៃច័ន្ទ រហូតថ្ងៃសុក្រ។ បន្ទាប់ពីម៉ោងធ្វើការ នៅចុងអាទិត្យ និងថ្ងៃបុណ្យ អ្នកអាចទុកសារសំព្វបាន។ អ្នកនឹងត្រូវបានទូរស័ព្ទមកវិញ នៅថ្ងៃធ្វើការបន្ទាប់ទៀត។ ការហៅនេះ គឺឥតចេញថ្លៃឡើយ។

گر به فارسی صحبت می کنید، خدمات امداد زبانی به طور رایگان در اختیار شما می باشند. با شماره 1-855-464-3571 در Los Angeles County و شماره 1-855-464-3572 در San Diego County از ساعت 8:00 صبح تا 8:00 شب، دوشنبه تا جمعه تماس بگیرید (کاربران TTY با شماره 711 تماس بگیرند). بعد از ساعات کاری، در آخر هفته ها و تعطیلات رسمی، می توانید پیام بگذارید. به تماس تلفنی شما در روز کاری بعدی پاسخ داده خواهد شد. این تماس رایگان است.

귀하께서 한국어를 사용하시는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. Los Angeles County는 1-855-464-3571번, San Diego County는 1-855-464-3572번으로 월요일 - 금요일, 오전 8시부터 오후 8시까지 전화하십시오 (TTY 사용자는 711번으로 전화하십시오). 영업시간 이후, 주말 및 공휴일에는 메시지를 남기실 수 있습니다. 다음 영업일에 저희가 귀하께 전화를 드리겠습니다. 안내전화는 무료입니다.

Если вы говорите по-русски, мы можем предложить вам бесплатные услуги переводчика. Звоните по телефону 1-855-464-3571 в Los Angeles County или по телефону 1-855-464-3572 в San Diego County (пользователям линии ТТУ следует звонить по телефону 711). Вы можете получить необходимую информацию непосредственно у сотрудника плана с понедельника по пятницу с 8:00 часов утра до 8:00 часов вечера. В нерабочее время, а также в выходные и праздничные дни, вы можете оставить сообщение. Вам перезвонят на следующий рабочий день. Звонок бесплатный.

The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you. 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. Health Net Community Solutions, Inc. is a subsidiary of Health Net, Inc. Health Net is a registered service mark of Health Net, Inc. All rights reserved.

# Health Net Cal MediConnect Nondiscrimination Notice

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Health Net Community Solutions, Inc. (Health Net Cal MediConnect Plan (Medicare-Medicaid Plan)) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Net Cal MediConnect does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

## 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, 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), 1-855-464-3572 (San Diego) (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 on the basis of race, color, national origin, age, disability or sex, 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). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Multi-Language Insert

## 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:** ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվակազմակերպչական ծառայություններ: Չանգահարեք 1-855-464-3571 (Los Angeles), 1-855-464-3572 (San Diego) (TTY: 711)

**Cambodian:** ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អិត 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).