

Health Net of California, Inc. (Health Net)

Employer Groups



Health Net HMO Travel Guide

USING YOUR HEALTH PLAN BENEFITS AWAY FROM YOUR HOME



[HealthNet.com](https://www.healthnet.com)



Working on Location or Vacationing for Pleasure...

Wherever you go, Health Net has you covered. This handy guide is your ticket to using your health plan benefits in California and around the world.

Healthy Travel Packing List

- Health Net Member ID card** – Your Health Net Member ID card tells doctors, medical facilities and pharmacies that you have Health Net coverage.
- Medications** – Be sure to pack any medications you take on a regular basis. If you need refills, place your refill orders early.
- Know what's covered** – Review your *Evidence of Coverage* before traveling so you're familiar with your benefit coverage.
- Health Net Travel Guide** – This guide provides instruction on how to seek appropriate care while traveling. Also, be sure to fill out the brief health profile included with this guide.



Care Away from Home

In the U.S.

Medical care

As a Health Net HMO member, you're covered for emergency or urgent care services without prior authorization whether at home or when traveling.

1. Get the emergency care you need:
 - If you have an emergency while traveling, call **911** or go to the nearest emergency facility. Examples of emergency conditions are shortness of breath, excessive bleeding and severe pain to body parts or organs.
 - If you don't believe you have an emergency but still need care – an urgent care center is a good option because your out-of-pocket costs are often lower.
 - Contact your physician group or primary care physician (PCP) prior to seeking care if possible.
2. After receiving care:
 - Call your physician group within 48 hours. Identify yourself as a Health Net member and explain what has happened. If you don't contact your physician group, you may not be covered for any follow-up care you may require.
 - Follow the instructions your physician group gives you for additional care.

HMO members: You will need authorization for any out-of-network follow-up care the out-of-area treating physician may recommend.
 - Keep a copy of all itemized billing statements you receive for your out-of-area care. You will need to submit these to Health Net for reimbursement.

Pharmacy

If you have prescription drug benefits with your Health Net plan, you can fill covered prescriptions at any Health Net participating pharmacy in the U.S.

- Pay the same copayment (if you have one) that you do at home.
- There are no claim forms to complete.

To find a participating pharmacy, call Health Net at the number on your Member ID card or go to **healthnet.com**.

Prescriptions – Fill before you go

Get up to three months of maintenance medications by using our convenient mail service pharmacy program. Call or have your doctor call **CVS Caremark** directly at **888-624-1139**. Be sure to request refills at least three weeks in advance of your departure date to ensure you receive your medication.



Travel note!

Prescriptions filled at a nonparticipating pharmacy may be covered in an urgent or emergency situation. You'll pay for the prescription and then file a claim. Attach the pharmacy receipt that comes with your prescription and the sales receipt to the claim form, and make a copy for your records.

International

Health Net covers you for emergency or urgent care services received from licensed providers or treatment centers anywhere in the world. Be sure to contact your PCP as soon as possible. Follow his or her instructions regarding follow-up care.

If you need to talk with our **Member Services, AT&T's USADirect service** makes it easy. Here is how it works:

1. Dial the **AT&T USADirect access** number for the country you are calling from (visit business.att.com/collateral/access.html for a list of country access codes).
2. After the prompts, dial toll-free¹ **800-552-3971** to be connected to our main customer service system.



Travel note!



Depending on the type of provider you use, you may have to pay your copayment or the full amount for services received and then file a claim with Health Net for reimbursement. Be sure to request an itemized statement and medical records from the hospital or other medical provider at the time services are rendered. It is difficult to get this information after you get home, and you'll need it to file a claim with Health Net for reimbursement.

¹Calling U.S. 800 numbers may be toll-free, or AT&T USADirect charges may apply. AT&T USADirect is not available from all international countries.

Claims: When to File

You'll need to file a claim for reimbursement if you received emergency care from a health care professional not participating with Health Net or one outside the Health Net service area.



Claims for services received in the U.S.

Here are some helpful tips for efficient filing of claims while traveling away from home.

1. Take the medical and prescription drug claim forms with you – just in case there isn't a Health Net provider at your destination. Completing the form(s) at the time you receive service will speed the reimbursement process.
2. Make a photocopy of the itemized statement from the doctor or facility for your records.
3. Include the original itemized statement and proof of payment (in U.S. dollars) with your claim form. "Proof of Payment" includes, but is not limited to, a copy of the credit card charge slip, a cruise ship statement or canceled checks.
4. Mail claim forms within 90 days of service date to Health Net.
Important: Claims filed more than one year from date of service will not be paid.



Claims for services received internationally

Follow the same steps as for domestic claims, but also include the following information when you mail your claim:

- Name of country and currency used.
- The Foreign Claim Questionnaire is a section of the Medical Claim Form which must be completed in order to explain the nature of the emergency.
- In order to expedite your claims, all claims documentation (procedures, drug names, medical records, etc.) must be in English. Health Net cannot process claims with information in other languages. **Tip: Request documentation in English, if possible, or get forms translated to English before submitting your claim.**
- Proof of payment (credit card statement, canceled check), receipt and legible provider statement showing zero balance are required for all member reimbursement requests.



Travel quick tips

Lost Member ID card

Health Net offers options for accessing an image, printing a copy or ordering a replacement of your ID card:

- Online at **healthnet.com**.

By calling the number located on your Health Net Member ID card.



Travel note!

Submit medical and pharmacy charges together only if both services are provided as part of an inpatient stay. Otherwise, submit your medical and pharmacy claims separately.

Log in to healthnet.com to download claim forms.

Health Profile

Fill this out before you travel, and take it with you!



Tip! The subscriber is the person whose name the insurance plan is under. The subscriber # and the group # are on your Health Net Member ID card.

Subscriber name:	Subscriber insured #:	Group #:
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Traveler name:	Age:	Date of birth:	Allergies:
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Last tetanus shot:	Primary doctor:	Phone number:
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Participating physician group name:	Phone number:
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Traveler name:	Age:	Date of birth:	Allergies:
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Last tetanus shot:	Primary doctor:	Phone number:
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Participating physician group name:	Phone number:
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Traveler name:	Age:	Date of birth:	Allergies:
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Traveler name:	Age:	Date of birth:	Allergies:
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Last tetanus shot:	Primary doctor:	Phone number:
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Participating physician group name:	Phone number:
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Emergency contacts

Name	Relationship	Phone number



Don't forget to pack immunization records for your child/children.

Panjabi (Punjabi)

ਬਨਿਾਂ ਕਸਿ ਲਾਗਤ ਤੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ਿਆ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚਿ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-800-522-0088 (TTY: 711).

Russian

Бесплатная помощь переводчиков. Вы можете получить помощь устного переводчика. Вам могут прочитать документы. За помощью обращайтесь к нам по телефону, приведенному на вашей идентификационной карточке участника плана. Кроме того, вы можете позвонить в 1-800-522-0088 (TTY: 711).

Spanish

Servicios de idiomas sin costo. Puede solicitar un intérprete. Puede obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o comuníquese con el 1-800-522-0088 (TTY: 711).

Tagalog

Walang Bayad na Mga Serbisyo sa Wika. Makakakuha kayo ng isang interpreter. Makakakuha kayo ng mga dokumento na babasahin sa inyo. Para sa tulong, tawagan kami sa nakal istang numero sa inyong ID card o tawagan ang 1-800-522-0088 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-800-522-0088 (TTY: 711)

Vietnamese

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có một phiên dịch viên. Quý vị có thể yêu cầu được đọc cho nghe tài liệu. Để nhận trợ giúp, hãy gọi cho chúng tôi theo số được liệt kê trên thẻ ID của quý vị hoặc gọi 1-800-522-0088 (TTY: 711).

Contact Us

Call Health Net Member Services at the number shown on your Member ID member card or visit our website at:



[healthnet.com](https://www.healthnet.com)



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