

Health Net's Wellness and Value-Added Programs

HEALTH CARE FOR THE WAY YOU LIVE

Effective January 1, 2023






For CalPERS BASIC members



More Than an ID Card




We understand that enjoying a healthy lifestyle is easier when you make good health decisions. That's why, with Health Net, you have exclusive access to programs, resources and clinicians, all geared toward supporting your health and wellness.

Our programs cover wellness, specialty health and condition management, so whether you're looking to quit smoking, manage stress or anxiety, or get your diabetes under control, you'll have the tools you need to help you live a healthier, more productive life.

Wellness and value-added programs		
 RealAge® Program	<p>The RealAge® Program is our healthy behavior program targeting the 4 highest lifestyle risks – Stress, Sleep, Nutrition, and Activity. The program is personalized to the individual based on risk level for each lifestyle</p>	<p>category gleaned through RealAge test responses and personal interest. It's fully integrated with other features of the Sharecare platform, such as trackers, to drive sustained engagement and promote behavior change that can lead to a lower RealAge.</p>
 RealAge® Test	<p>The RealAge Test provides you with a personalized report of your behavioral and medical health risks. Immediately after taking the online RealAge</p>	<p>Test, you will receive a personalized action plan. Take the RealAge Test now at https://healthnet.sharecare.com. You'll receive a \$50 gift card for taking the test and sharing the results with your primary care doctor.</p>
 Craving to Quit® Tobacco cessation program (telephonic)	<p>This program covers most types of tobacco, lets you talk with a quit coach for encouragement and support, and offers a personalized plan to quit. The innovative 21-day program teaches awareness of cravings and habits to help participants quit smoking or vaping.</p>	<p>\$100 gift card¹ when you complete the program with a coach</p>
 Health Coaching program (telephonic)	<p>With one-on-one, personalized support, you and your Health Coach will discuss:</p> <ul style="list-style-type: none"> • What to expect when trying to make lifestyle changes • Explore what motivates you to improve your health • Address specific health behaviors that affect short-term health risks and long-term goals. 	<p>Earn a \$100 gift card¹ when you complete the health coaching program as well as an evaluation call. Once you've enrolled in the program, we'll mail a Health Coaching Guidebook to your home.</p>
 Health Coaching program (lessons)	<p>Through a "virtual coaching" experience, our online programs offer you the information and tools to help improve your health and reduce your disease risk. The programs offer weekly assignments and goal-setting tips personalized to your individual preferences and interests.</p>	<p>The program addresses topics, including:</p> <ul style="list-style-type: none"> • healthy eating • exercise • stress management • weight loss • tobacco cessation • and more!

To enroll in any of our wellness and value-added programs, or for more information, please call 888-926-4921 or visit www.healthnet.com/calpers.

¹The \$100 gift card is provided for either the Health Coaching program **OR** the Telephonic tobacco cessation program. Completion criteria must be met to earn the reward; payable one time only per calendar year.

Specialty programs	
 Babylon – Telehealth Services	<p>Access to video appointments 24/7² with Babylon</p> <p>Health Net members can speak to a doctor 24/7 and therapist weekdays 7 a.m. to 7 p.m. (Pacific Time) through the Babylon app at no additional cost. The Babylon app (available in English and Spanish) is a convenient way for Health Net members to discuss non-emergency 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 refills³ and labs and x-rays.⁴ Members can check and monitor symptoms through the Babylon app⁵.</p> <p>You can schedule an appointment with Babylon providers via the Babylon app 24/7²</p>
 Omada	<p>A digital lifestyle change program that combines the latest technology with ongoing support. It's an approach shown to help you lose weight and reduce the risks of type 2 diabetes and heart disease.</p> <p>The program offers qualified members:</p> <ul style="list-style-type: none"> • A small group of matched participants for real-time support. • Weekly online lessons to educate and inspire. • A wireless smart scale to monitor your progress.
 Welvie – surgery decision-making support	<p>Whether you have an upcoming surgery or need to understand your non-surgical options, Welvie's six-step online program helps guide you through the entire process. The program helps you work with your doctor and, if surgery is the decision, helps you understand what to expect – from pre-op preparations to recovery. Plus, when you complete the first 3 modules of the Welvie program and a brief survey, you'll receive a \$25 Amazon.com gift card (one per Health Net member per 365 days).</p>

Unless otherwise noted, you can enroll in any of our specialty programs, or find more information, by visiting www.healthnet.com/calpers.







²Behavioral health services are open Monday–Friday 7 a.m. to 7 p.m. (Pacific time).

³Access to telehealth services does not guarantee that a prescription will be written.

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

⁵You may receive services on an in-person basis or via telehealth, if available, from your primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. If your health plan includes coverage for out-of-network benefits you may receive those services either via telehealth or on an in-person basis using the out-of-network benefits, and at the cost sharing obligation for out-of-network benefits compared to in-network benefits and balance billing protections for services received from contracted providers. Any cost share for services received through Babylon will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Babylon, you consent to receive services via telehealth through Babylon. See your health plan coverage document for coverage information and for the definition of telehealth services. You have a right to access your medical records for services received through Babylon. Unless you choose otherwise, any services provided through Babylon shall be shared with your primary care provider.

Condition management programs

 Nurse Advice Line	<p>Our toll-free 24/7 Nurse Advice Line offers timely access to registered nurses for help with everyday health questions. You can get help with a number of health issues. These include:</p> <ul style="list-style-type: none"> • How to care for minor injuries and illnesses; • Helping you spot health emergencies; and • Help answer questions about medications
 Start Smart for Your Baby program	<p>We have a program for pregnant and new moms. It is called Start Smart for Your Baby®. The program is designed to customize the support and care you need for a healthy pregnancy and baby. It is already part of your benefits and it will not cost you a thing. With a range of educational resources and support for mothers-to-be, the Start Smart for Your Baby program offers education and resources as well as case management for women with high-risk pregnancies.</p>
 Care reminder messages	<p>You'll get useful reminders about steps you can take to prevent gaps in your care. These include tests to keep you healthy, yearly shots and more! Your doctors may also get reminders so that they can better observe your health status.</p>
 Disease Management	<p>This program is for individuals who need help managing one or more chronic conditions. These conditions include:</p> <ul style="list-style-type: none"> • diabetes • asthma • coronary heart disease (CAD) • heart failure (HTN) • hypertension • chronic obstructive pulmonary disease (COPD) <p>The functions of this program are designed to reduce health risks and help ensure that members follow prescribed medication and care plans through education, empowerment and support. To access, enroll in, or self-refer to our chronic conditions management program, please call the Member Services phone number on the back of your member ID card and request Case Management.</p>



Nondiscrimination Notice

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. (Health Net) complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, age, disability, or sex.

Health Net:

- 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 Health Net's Customer Contact Center at **888-926-4921 (TTY: 711)**.

If you believe that Health Net has failed to provide these services or discriminated in another way based on one of the characteristics listed above, you can file a grievance by calling Health Net's Customer Contact Center at the number above and telling them you need help filing a grievance. Health Net's Customer Contact Center is available to help you file a grievance. You can also file a grievance by mail, fax or email at:

Health Net of California, Inc. Appeals & Grievances
PO Box 10348
Van Nuys, CA 91410-0348

Fax: 877-831-6019

Email: Member.Discrimination.Complaints@healthnet.com (Members) or
Non-Member.Discrimination.Complaints@healthnet.com (Applicants)

If your health problem is urgent, if you already filed a complaint with Health Net of California, Inc. and are not satisfied with the decision or it has been more than 30 days since you filed a complaint with Health Net of California, Inc., you may submit an Independent Medical Review/Complaint Form with the Department of Managed Health Care (DMHC). You may submit a complaint form by calling the DMHC Help Desk at 888-466-2219 (TDD: 877-688-9891) or online at www.dmhc.ca.gov/FileaComplaint.

If you believe you have been discriminated against because of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, 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, 800-368-1019 (TDD: 800-537-7697).

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

English

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or call 1-888-926-4921 (TTY: 711).

Arabic

خدمات اللغة مجانية. يمكنك الحصول على مترجم فوري. ويمكنك الحصول على وثائق مقروءة لك. للحصول على المساعدة، اتصل بنا على الرقم الموجود على بطاقة الهوية، أو اتصل على مركز الاتصال التجاري (TTY: 711) 1-888-926-4921

Armenian

Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող են կարդալ ձեզ համար: Օգնության համար զանգահարեք մեզ ձեր ID քարտի վրա նշված հեռախոսահամարով կամ զանգահարեք 1-888-926-4921 (TTY: 711).

Chinese

免費語言服務。您可使用口譯員。您可請人使用您的語言將文件內容唸給您聽，並請我們將有您語言版本的部分文件寄給您。如需協助，請致電您會員卡上所列的電話號碼與我們聯絡，或致電 1-888-926-4921 (TTY: 711)。

Hindi

बनाi लागत की भाषा सेवाएँ। आप एक दुभाषया प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दिए गए सूचीबद्ध नंबर पर हमें कॉल करें, या 1-888-926-4921 (TTY: 711)।

Hmong

Kev Pab Txhais Lus Dawb. Koj xav tau neeg txhais lus los tau. Koj xav tau neeg nyeem cov ntaub ntawv kom yog koj hom lus los tau. Xav tau kev pab, hu peb tau rau tus xov tooj ntawm koj daim npav los yog hu 1-888-926-4921 (TTY: 711).

Japanese

無料の言語サービス。通訳をご利用いただけます。文書をお読みします。援助が必要な場合は、IDカードに記載されている番号までお電話いただくか、1-888-926-4921、(TTY: 711)。

Khmer

សេវាកម្មដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន 1-888-926-4921 (TTY: 711)។

Korean

무료 언어 서비스. 통역 서비스를 받을 수 있습니다. 귀하가 구사하는 언어로 문서의 낭독 서비스를 받으실 수 있습니다. 도움이 필요하시면 보험 ID 카드에 수록된 번호로 전화하십시오 1-888-926-4921 (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hólq. T'áá hó hazaad k'ehjí naaltsoos hach'í' wóltah. Shíká a'doowot nínízingo naaltsoos bee néího'dólzínígíí bikáa'gi béesh bee hane'í bikáa' áajil' hodíílnih éí doodaii' 1-888-926-4921 (TTY: 711).

Persian (Farsi)

خدمات زبان به طور رایگان. می توانید یک مترجم شفاهی بگیرید. می توانید درخواست کنید که اسناد برای شما قرائت شوند. برای دریافت راهنمایی، با ما به شماره ای که روی کارت شناسایی شما درج شده تماس بگیرید یا با مرکز تماس بازرگانی 1-888-926-4921 (TTY: 711).

Panjabi (Punjabi)

ਬਨਿੰ ਕਸਿੰ ਲਾਗਤ ਤੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-888-926-4921 (TTY: 711)।

Russian

Бесплатная помощь переводчиков. Вы можете получить помощь устного переводчика. Вам могут прочесть документы. За помощью обращайтесь к нам по телефону, приведенному на вашей идентификационной карточке участника плана. Кроме того, вы можете позвонить в 1-888-926-4921 (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 1-888-926-4921 (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 nakalistang numero sa inyong ID card o tawagan ang 1-888-926-4921 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตามหมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-888-926-4921 (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 1-888-926-4921 (TTY: 711).

For more information

Log in to www.healthnet.com/calpers > **Wellness Center**.