Enjoy Coverage for the Way You Live
DISCOVER YOUR HEALTH PLAN OPTIONS FOR 2021

Coverage for every stage of life™
This year, CalPERS Basic members have a choice between two cost-efficient Health Net plan options:

- **Salud HMO y Más** – available in six counties: Kern, Los Angeles, Orange, Riverside, San Bernardino, and San Diego.
- **SmartCare HMO** – available in 20 counties: Alameda, Contra Costa, Fresno, Kern, Kings, Los Angeles, Marin, Napa, Orange, Riverside, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma, and Tulare.

1Partial county
The Right Plan for You!

You want to make informed decisions during open enrollment. To do that, you need as much information as possible on hand. Whether you’re new to Health Net of California, Inc. (Health Net) or coming back to us for 2021, you’ll find this guide a useful tool to help guide your choices.

Inside, you’ll find answers to important questions about:

- Choosing the right Health Net plan for you and your family.
- Finding out if your primary care physician (PCP) is in one of our networks.
- Ensuring any treatment you’re currently getting stays on track.
- Using the custom website and our social media tools to help manage your health.
- Earning rewards for improving your health!

Why Choose Health Net?

You want health coverage you can count on. For over 40 years, we have supported Californians through various stages of life, and that’s what we continue to do.

Every person deserves a safety net for their health – regardless of age, income, employment status, or current state of health.

This idea helps us make it easier for you to get important health care benefits and services, where and when you need them.
Here are some highlights of what an HMO plan offers:

- $0 medical deductibles.
- Fixed copayments for most services.
- Your doctor directs most of your health care needs.
- You don’t need a referral to see an OB/GYN in the medical group. Just make your appointment.
- You can change your PCP as often as once a month.
- No claim form filing (with the exception of emergency out-of-network care).
- Rewards to help you improve your health and well-being.
- You can access outpatient behavioral health care from an in-network provider WITHOUT a referral from your PCP.
Let’s Get Going!

First, choose the Health Net HMO plan that works for you:
SmartCare HMO or Salud HMO y Más is right for you if you want:

- A custom network of quality providers.
- To use handy MinuteClinics (generally located inside CVS pharmacy stores) for walk-in medical services in select locations.
- A $50 Health Risk Questionnaire (HRQ) reward.

- A $100 gift card when you complete either the Quit For Life® or the Health Coaching programs.
- A $25 reward when you finish the first three modules in the Welvie surgery decision support online program.

Salud HMO y Más is a community-based plan. It differs from our SmartCare HMO plan in that it has coverage in Northern Mexico, using the SIMNSA network.

If you do a lot of travel to Mexico, this plan may be a good fit for you.

### SUMMARY OF BENEFITS FOR EACH PLAN

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Salud HMO y Más</th>
<th>SmartCare HMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive care office visits, including well-woman exams</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Doctor office visits (when using either the Health Net or SIMNSA networks)</td>
<td>$15 (when using either the Health Net or SIMNSA networks)</td>
<td>$15</td>
</tr>
<tr>
<td>Vision exam for refractive eye exam</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>X-ray / Laboratory procedures</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>MinuteClinic visits</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>Prenatal and postnatal office visits</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Urgent care</td>
<td>$15</td>
<td>$15</td>
</tr>
<tr>
<td>Emergency care</td>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>Chiropractic / Acupuncture</td>
<td>$15 / 20 visits max.</td>
<td>$15 / 20 visits max.</td>
</tr>
</tbody>
</table>

2 This chart is a summary of benefits only. All benefits are subject to the definitions, limitations and exclusions set forth in the Evidence of Coverage (EOC) document. Basic members are encouraged to review this document before making their final decision.

3 Combined maximum of 20 visits per calendar year. Services administered by American Specialty Health Plans, Inc. (ASH).
Then, look up your current PCP, or find a new one
Check that your medical group and PCP are in your new plan’s network. Your PCP must also be located within 30 miles of your home or work address.

Finding providers is easy with our online Provider Search tool at www.healthnet.com/calpers. Here you can also view a list of in-network medical groups.

Don’t forget each member of your family can choose their own PCP and medical group to suit their own needs.

Important note: Be sure to write down your doctor’s name, medical group name and the provider’s enrollment ID number (10 digits). You’ll need to put this information in the “Notes” section of the myCalPERS website when you register.

This will help ensure the details on your new ID card will be correct.

Finally, enroll in a Health Net plan using the myCalPERS website
There are two ways to get to the CalPERS enrollment website:

1. Go to www.healthnet.com/calpers and click How to Enroll, or
2. Go directly to www.mycalpers.ca.gov

Be sure to have the name of the medical group and the PCP’s provider ID number handy.

Your Health Net ID card
After you enroll with Health Net, look for your new Health Net ID cards in the mail. All CalPERS Health Net members will get a Health Net ID card.

Make sure your new card has your correct PCP selection listed. If something on your new card is wrong, call your Customer Contact Center for CalPERS at 1-888-926-4921.
More Details about Your Health Benefits –

Salud HMO y Más and SmartCare HMO
With either option, you’ll access care through a tailored network of licensed providers.

• There’s no need to change doctors if they belong to either plan network.
• If not, you will need to switch to a new PCP in order to join.

Behavioral health
When you need support and caring for a behavioral health issue – you’re covered.

These programs are vital to whole person health and include support for mental illness and substance abuse. For more info on your behavioral health benefits through Managed Health Network, LLC (MHN):

• Visit www.healthnet.com/calpers.
• Call 1-888-935-5966.

Know your drug coverage
When you’re clear about your pharmacy benefit, you can take control of your health and your wallet. You can save money while getting the drugs that best meet your health conditions.

Pharmacy benefits are covered through a CalPERS direct contract with OptumRx. After you enroll, you will receive an ID card from Health Net which will include your medical benefits and OptumRx info.

For complete pharmacy listings and details on what’s covered, call OptumRx at 1-855-505-8110 or visit www.optumrx.com/calpers.

PRESCRIPTION DRUGS:

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Generic</th>
<th>Brand formulary</th>
<th>Non-formulary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail pharmacy</td>
<td>$5</td>
<td>$20</td>
<td>$50</td>
</tr>
<tr>
<td>Mail order pharmacy</td>
<td>$10</td>
<td>$40</td>
<td>$100</td>
</tr>
</tbody>
</table>

Continuity of care (COC)
When you switch health plans, doctors or medical groups, you don’t want your care put on hold.

The COC program is there to make sure any treatment you get stays on track. Here is a list of services COC can help protect:

• Acute condition (e.g., sudden GI bleed, broken bone)
• Serious chronic condition
• Pregnancy and immediate postpartum (e.g., maternal mental health)
• Care of newborns
• Terminal illness
• Surgery and surgical follow-up care

Contact Health Net’s COC program at 1-888-926-4921 before you enroll, so we know how to help you.
What Will You Do with Your Health Plan?

**Decision Power®: Health & Wellness**
When you take your health to the next level, you want tools made for you. Whether you’re a joiner or just dipping your toe in the water, check out Decision Power Health & Wellness. Take action for a lifetime of health.

**Nurse Advice Line**
Enjoy instant access to clinicians for help with everyday health questions – 24/7.

You can get help with a number health issues. These include:

- How to care for minor injuries and illnesses;
- Helping you spot health emergencies;
- How to take your prescriptions; and
- Getting ready for doctor visits.

**Care reminder messages**

- 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 these reminders so that they can better observe your health status.

**Health Risk Questionnaire (HRQ)**
The HRQ provides you with a custom report of your behavioral and medical health risks. Immediately after taking the online survey, you’ll receive a personalized action plan. You’ll receive a **$50 reward** for completing a survey. Refer to the chart on page 9 for more details.
Health Coaching program

Enjoy one-on-one wellness support by telephone with a health coach. You can choose from a number of topics, including nutrition, stress management, exercise, tobacco cessation, and weight loss.

Earn a **$100 gift card** for making at least one live call per month during this six month program as well as an evaluation call. Refer to the chart on page 9 for more details. Once you’ve enrolled in the program, we’ll mail a Health Coaching toolkit to your home.

Stop using tobacco with Quit For Life

Once you enroll in Quit For Life, you get a Quit Coach to guide you through the quit process. Plus, you get access to useful tools to help you quit. These include:

- A website with eLearning tools.
- An online chat forum.
- Access to your Quit Coach via email.
- Text2Quit (messaging to support your quit progress).
- A Quit Guide toolkit.

Plus, you can earn a **$100 gift card** for making just four calls with a Quit Coach. Refer to the chart on page 9 for more details.

You can earn a **$100 health reward** when you complete EITHER:

- the Health Coaching Program, or
- Quit For Life.

See the chart on page 9 for details.
Programs Especially for CalPERS Members

As a CalPERS member, you and your covered dependents have access to these programs from our prominent wellness partners.

Discover myStrength
If you struggle with mental health issues and simply need a lift, myStrength can help. You get private access to self-help tools, tips and daily inspiration. myStrength can help you become and stay healthy – in body and mind.
**Welvie – surgery decision support**

Do you have a pending surgery or need to know your non-surgical options? Use Welvie’s six-step program to guide you through the entire process. If you and your doctor decide on surgery, use Welvie to make your plans – from pre-op measures to recovery.

Complete the first three modules of the Welvie program and a brief survey – get a **$25 Amazon.com gift card**. (Offered once every 365 days.)

**Omada – proactive diabetes prevention**

Through Omada, you can eat better, move more, stress less, and reduce your risks – one small step at a time. You’ll gain access to all you need to lose weight and reduce your odds of developing type 2 diabetes and heart disease. Take a one-minute test to find out if you’re eligible for the Omada program. Go to omadahealth.com/calpers.

**WHEN YOU TAKE STEPS TO IMPROVE YOUR HEALTH, WE’LL REWARD YOUR EFFORTS**

<table>
<thead>
<tr>
<th>Reward incentives</th>
<th>Programs</th>
<th>Join Salud HMO y Más or SmartCare HMO, then:</th>
</tr>
</thead>
</table>
| **$100 gift card** | 1. Smoking/Tobacco cessation **or** 2. Health Coaching | **Choose one program option**  
1. Complete 4 live calls with your Quit Coach in the Quit For Life tobacco cessation program, **or**  
2. Complete 1 live call per month during the 6-month Health Coaching program as well as an evaluation call. You can enroll in both programs; only one **$100 gift card** is available per calendar year. |
| **$50 gift card** | Health Risk Questionnaire (HRQ) | Take the HRQ and review the report with your doctor. Then complete the PCP form online – it really is just that easy! One **$50 gift card** is awarded in a calendar year. |
| **$25 gift card** | Welvie (decide on or prepare for surgery) | If you’re trying to decide on surgery, you can register and log in to www.healthnet.com/calpers, then go to the Welvie website. Get help and support while making your surgical decision. Complete the first 3 modules of the Welvie surgery decision support program and a brief survey, and Welvie will send you a **$25 gift card**. |
What Will You Do with a Custom Website?

You get more than just access to health care when you join Health Net. You get a custom website for your Health Net health plan, just for CalPERS employees!

Find what you need, right at your fingertips:
- Coverage information, including copayments
- Change your PCP
- Temporary ID cards (print or order).
- Wellness Center (health promotion programs, member discounts and more!)

Sign up at our website
2. Then follow the easy registration steps.

Find a doctor with ProviderSearch
You may find yourself looking for a new doctor. Or you may need a specialist or local hospital. With ProviderSearch, you’ll get the most up-to-date listings of our provider network. These include doctors, hospitals, urgent care centers, and other types of health care providers.

HOW TO SEARCH:
- Visit www.healthnet.com/calpers > ProviderSearch
- Enter a location (address, city, county, or state).
- Further narrow your search by Provider Name/ID/License Number or by Plan/Network. For SmartCare HMO, choose HMO – SmartCare Network (CalPERS members only).
  - For Salud HMO y Más, choose Salud HMO y Más (CalPERS members only).
- Select the type of provider (doctor, hospital, medical group, etc.) to get your results.

Stay on the go with the Health Net Mobile app
Stay connected to your health plan info whenever and wherever you go. Here are just a few of the things you can do with Health Net Mobile:
- Find doctors and care services nearby with ProviderSearch.
- Use the My ID Card feature to view your card – and your plan dependents’ ID cards, too.
- View copayment information.
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 1-888-926-4921 (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: 1-877-831-6019
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 1-888-466-2219 (TDD: 1-877-688-9891) 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, 1-800-368-1019 (TDD: 1-800-537-7697).

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

Armenian
Անվճար Լեզույային ծառայություններ. Դուք կկարողանում եք ստանալ սպասատեր աշխուսում: Դասարանիայից կարող եք ստանալ ձեր համար. Օգտվեք համարի գրադարանից ընդառաջ ձեր ID բացիկի վրա ցուցադրվի հետախուզության կանց գրադարանից. 1-888-926-4921 (TTY: 711).

Chinese
免费语言服务。您可使用口译员。您可请人使用您的语言将文件内容念给您听，并请我们将您语言版本的部分文件寄给您。如需协助，请致电您会员卡上所列的电话号码与我们联络，或致电 1-888-926-4921 (TTY: 711)。

Hindi
बनी लागत की भाषा सेवाएँ। आप एक ट्रांसलिटरेड पुरातन कर सकते हैं। आपको दस न्यूटोप घर कर सुनाए जा सकते हैं। मंदिर के लिए, आपको ऑटॉम टूर रूप द्वारा सुविधाजनक नंबर पर हमें कॉल करें, या 1-888-926-4921 (TTY: 711)।

Hmong

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
សេវាអាចាដ៏ល្អបានបង្កើតឡើងដោយអង្ករសមរម្យសម្រាប់អ្នក អាចបានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ បានទទួលបានសេវាអាចាដ៏ល្អ 1-888-926-4921 (TTY: 711).

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

Navajo
Saad Bee Aká E'eeed T'áá Jiik’ee. Ata’ halne’iígi hóló. T’áá hó hazaad k’ehjí naaltsosos hach’í wóltah. Shiká a’dooow nínízíng naaltsosos bee nélho’doliziníi bikáa’gi béésh bee hane’i bikáa’’ áají hodilíiníí eé doodáíí 1-888-926-4921 (TTY: 711).

Persian (Farsi)
خدمات زبان به طور رایگان. می توانید یک مترجم شگاهی بگویید. می توانید درخواست کنید که اسکن برای شما قرار شوند. برای دریافت راهنمایی، با ما به شماره ای که روی کارت شناسایی شما درج شده تماس بگیرید یا با مرکز تماس بادرگانی 1-888-926-4921 (TTY: 711).
Panjabi (Punjabi)

Bilingual facility available./uploads/available/bilingual facility available.pdf bilingual facility available. For further information, call 1-888-926-4921 (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 1-888-926-4921 (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


Thai

ไม่มีค่าบริการติดต่อทั้งหมด การติดต่อกับเจ้าหน้าที่สำหรับความช่วยเหลือ โทรมาตามหมายเลขที่ให้บริการประจําตัวของคุณ หรือ โทรหาศูนย์ติดต่อเราที่ 1-888-926-4921 (TTY: 711)

Vietnamese

Contact Us

Our team of knowledgeable customer service representatives are here to help with any questions you may have.

Dedicated Customer Contact Center for CalPERS
1-888-926-4921
7 days a week, 7 a.m. to 8 p.m. Pacific time.

www.healthnet.com/calpers

Assistance for the hearing and speech impaired
TTY: 711

MHN – Behavioral Health
1-888-935-5966

American Specialty Health Plans, Inc. (ASH)
1-800-678-9133

You have access to Decision Power, myStrength, Omada and Welvie through current enrollment with Health Net of California, Inc. (Health Net). Decision Power, myStrength, Omada and Welvie are not part of Health Net’s commercial medical benefit plans. They are not affiliated with Health Net’s provider network, and their services may be revised or withdrawn without notice. These services, including clinicians, are additional resources that Health Net makes available to enrollees. The information provided is not intended as a substitute for professional medical care. Please always follow your health care provider’s instructions.

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