



# Make a Healthy Start

AMBETTER HMO – 2025 QUICK START GUIDE

Individual & Family Plans



# Welcome!

*Whether you're new to the Health Net family, new to this type of health coverage, or a renewing member, you'll want to make the most of all your health plan has to offer.*

For specific information about your plan please refer to your Plan Contract and Evidence of Coverage included in this welcome packet.

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## Get started using your health coverage

- 1** Find doctors and facilities in your network.
- 2** Set up your online member account.
- 3** Get your member ID card.
- 4** Learn where to get care.
- 5** Fill your prescriptions.
- 6** Use our wellness programs to help you stay strong.
- 7** More health and wellness programs for you.
- 8** Pay your monthly premium.
- 9** Know who to contact.

# 1 Find Doctors and Facilities in Your Network

When you need to access care, your Ambetter HMO plan uses providers from the **Ambetter HMO Individual & Family Plan network**. These include doctors, specialists and hospitals.

Any services you get from out-of-network providers are not covered (except for emergency or urgent care and services approved by Health Net).



To find providers, visit [myhealthnetca.com](https://myhealthnetca.com) and click on *Find a Doctor*.

## Your physician group and primary care physician

Every member has a doctor who is their Primary Care Physician (PCP or primary doctor). Your PCP helps you stay healthy and takes care of you when you are sick. **If you need to see a specialist or other providers you must receive a referral from your PCP first.** Self-referrals are allowed for obstetrician and gynecological services, and reproductive and sexual health care services. **Note:** Some of the covered benefits under your plan require prior authorization before services are received. Please refer to your Plan Contract and Evidence of Coverage for details on what services (including prescription drugs) require prior authorization and how you request approval.

You may have picked a physician group and PCP when you enrolled. If you did not, one was assigned to you from the Ambetter HMO network. Your physician group and PCP's names are listed on your Health Net member ID card. If you want to change your PCP, log in to your member account at [myhealthnetca.com](https://myhealthnetca.com) (see page 2), then go to *Select/Change PCP*.

**Don't forget to have your PCP select specialists and providers from the Ambetter HMO Individual & Family Plan network.**



## 2 Set Up Your Online Member Account



*This site is here to help you understand and manage your Ambetter from Health Net plan.*

To set up your account, go to **myhealthnetca.com**. In the For Members section select *Create an Account* and follow the instructions to register/create an account. You will need your member ID number or your Social Security number to register. Once your account is set up and your health coverage begins, you can:

- Print a temporary member ID card or order a new card.
- Pay your bill and set up automatic bill pay.
- Find a doctor, urgent care or hospital in your network.
- Change your primary doctor/PCP.
- Review your health plan and pharmacy benefits.
- Find programs to help you manage weight or stop smoking.
- And more.

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## 3 Get your Member ID Card

*All new members will get a Health Net member ID card in the mail.*

Your member ID card includes:

- **Your member ID #.**
- **Starting date of your health coverage.**
- **Your PCP name and contact info.**



Show this card to your provider when you get services. If you have not received your member ID card by your effective date and you need services, please visit **myhealthnetca.com** or call the Customer Contact Center:

- **Call 888-926-4988 (TTY: 711) if you enrolled through Covered California.™**
- **Call 800-839-2172 (TTY: 711) if you enrolled directly with Health Net.**

# 4 Learn Where to Get Care

Your plan offers a variety of ways to get the care you need, when you need it.



## At a doctor's office

### Your primary doctor

Go to your primary doctor (also called your primary care physician or PCP) for routine and preventive care. This includes annual wellness exams, illness, vaccinations, and general medical care.

**Your primary doctor's name and number are on your Health Net member ID card.**

### Other in-network providers

Get care from other doctors, specialists or providers (like urgent care or hospitals) in your network. Your primary doctor's referral is required except for emergency care, urgent care and services approved by Health Net.<sup>1,2</sup>

**To find providers in the Ambetter HMO network, visit [myhealthnetca.com](http://myhealthnetca.com) and click on *Find a Doctor*.**

### Behavioral Health Providers

Get mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your primary doctor. And, you can check to see if you can obtain your sessions by phone or videochat.

**Find a therapist or psychiatrist by calling the Mental Health Benefits number listed on your Health Net member ID card.**



## At home

### Telehealth

See if your doctor offers telehealth services. Telehealth services through your doctor are subject to the same copayments as if the service was delivered in person. This is ideal when you can't meet with your primary doctor, or their office is closed.<sup>1</sup>

### Teladoc Virtual Visits

Teladoc Health (Teladoc) offers virtual health care that's convenient, with confidential access to quality U.S. board certified doctors. Teladoc is an option when you can't see your regular doctor. **You can book appointments through the Teladoc app, website or by calling 800-TELADOC (835-2362).**<sup>1,3</sup>

### 24/7 Nurse advice line

Get advice from a registered nurse on whether to seek medical care or how to care for illness and injury at home, like self-care for minor injuries and illness like fevers and the flu. Our nurses are trained to ask the right questions to help you get the care you need and the help to better manage your health.<sup>1</sup>

**Call 800-893-5597 (TTY: 711)**



## In a clinic

### Urgent care centers

Get same-day care for non-emergency illnesses or injuries.<sup>1</sup> Some urgent care centers now offer **X-rays and lab tests**, too.

**To find an urgent care center in your Ambetter HMO network, visit [myhealthnetca.com](http://myhealthnetca.com) and click on *Find a Doctor*.**



**You are in the Ambetter HMO Individual & Family Plan network.**

<sup>1</sup>Go straight to the nearest emergency room or call 911 if you have an emergency.

<sup>2</sup>Self-referrals are allowed for obstetrician and gynecological services, and reproductive and sexual health care services. There is no coverage for out-of-network services except for emergency care, urgent care and services approved by Health Net.

<sup>3</sup>You 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. Any cost share for services received through Teladoc will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Teladoc, you consent to receive services via telehealth through Teladoc. 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 Teladoc. Unless you choose otherwise, any services provided through Teladoc shall be shared with your primary care provider.

# Understand Your Benefits and Costs

Knowing what your plan covers is important. In addition to your monthly bill (also called a “premium”), you pay a portion of costs when you use covered services. These are called out-of-pocket costs. Your out-of-pocket costs are different depending on which health plan you have.

Find details about your share of out-of-pocket costs including copayments, coinsurance and deductibles in your Plan Contract and *Evidence of Coverage* included in this Welcome Kit. You can also refer to your *Summary of Benefits and Coverage* (SBC) document. For a copy of your SBC, go to **myhealthnetca.com**, then under *Our Health Plans*, select *Plan Materials*.

## Estimate costs and compare care options

Our cost estimator tool lets you compare estimated costs. With this tool you can **compare estimated costs to find the best prices**. Get estimated average costs for hospital stays, surgeries, X-rays and more.

### *To use the tool:*

1. Log in to your member account at **myhealthnetca.com**.
2. Click on *Coverage*.
3. Click on *Costs and Care Options*.
4. Then click on *Launch Cost Estimator*.



# 5 Fill Your Prescriptions

*When your doctor prescribes you medicine (drugs) there are a few things you need to know.*

## Refer to the Essential Drug List

Health Net's Essential Drug List (or formulary) is a list of covered drugs selected by Health Net, along with a team of health care providers. These drugs are included because they are believed to be a key part of a quality treatment plan. The drug lists are updated regularly and may change.

The Essential Drug List can be found at [myhealthnetca.com](https://myhealthnetca.com) under the Pharmacy Information section. Please note, your doctor should get prior approval from Health Net before prescribing some drugs. Then, use pharmacies in your health plan's network – Ambetter Pharmacy Network.

## Ask your doctor about generic drugs that may work for you.

Generic drugs are proven to be safe, effective, and typically cost less than brand-name drugs.

**If you take medicine for a long-term medical condition, you may be able to fill your prescription through our mail order pharmacy program. A 90-day supply is available. Some drugs may not be available through the mail order pharmacy program.**

*For more detailed information about prescription drugs, see the Plan Contract and Evidence of Coverage in this welcome packet.*



## Use pharmacies in the network

You must find and use a pharmacy in Health Net's Ambetter Pharmacy Network in order for your prescription to be covered.

In 2025, to find a pharmacy in your area:

1. Go to [myhealthnetca.com](https://myhealthnetca.com)
2. Select *Pharmacy Information*, then *Find a Pharmacy*.
3. Select *Ambetter Pharmacy Network*.



# 6 Use Our Health and Wellness Programs to Help You Stay Strong



## Make Healthy Choices and Get Rewarded

Our My Health Pays® program is available to Ambetter from Health Net members.<sup>1</sup> It's a rewards program that pays you for the healthy decisions you're most likely already making every day. Did you get your annual wellness screening and share it with your primary doctor? You get points for that. Learning new ways to be healthy? You get points for that, too. Earn and be rewarded!

Get started by logging in to your account at [myhealthnetca.com](http://myhealthnetca.com) and click on *Rewards*.



## The Active&Fit Direct™ program

Members who enroll in the Active&Fit Direct Program<sup>2</sup> can choose from 11,000+ participating fitness centers nationwide for just \$28 a month (plus a one-time \$28 enrollment fee and applicable taxes).

To learn more, visit Active & Fit Direct at [activeandfitdirect.com/Fitness/HealthNet](http://activeandfitdirect.com/Fitness/HealthNet).



## Health Coaching

Coaching is confidential and is provided by trained and qualified experts, who have been in your shoes and faced their own health challenges.<sup>3</sup> Work with a coach to:

- Build a fitness routine or healthy eating plan.
- Determine life stressors and how to better manage them daily.
- Create a plan to help you quit tobacco or vaping for good.

Coaching is available to all eligible Health Net members. Learn more at [healthnet.sharecare.com](http://healthnet.sharecare.com).

<sup>1</sup>My Health Pays is available to Ambetter from Health Net members who can earn up to a maximum of \$422 or 4,220 points per calendar year. Rewards can only be used for utilities, cell phone bills, transportation, education, rent or childcare. You will only be able to purchase public transportation directly from the agency either in-person or online. Passes cannot be purchased through retail locations such as grocery or convenience stores. Points can be redeemed at the My Health Pays® Online Rewards Store. Certain components require members to be age 18 and older. My Health Pays® rewards cannot be used for health coverage premiums or cost shares. Funds expire immediately upon termination of health coverage.

<sup>2</sup>There is a 2-month commitment required. The Active&Fit Direct Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ASH reserves the right to modify any aspect of the Active&Fit Director Program (including, without limitation, the Enrollment Fee, the Monthly Fee, and/or the Introductory Period) at any time by amending these Terms and Conditions. If ASH modifies a fee or makes a material change to the Program, ASH will provide you with no less than 30 days' notice prior to the effective date of the change. ASH may discontinue the Program entirely at any time upon advance written notice. The Active&Fit logo is a trademark of ASH and used with permission herein.

<sup>3</sup>If you are not eligible for Eat Right Now, Health Net's telephonic Health Coaching program is available at no additional cost. This behavior change program allows you to choose your area of focus from weight management, exercise, healthy eating and more. To register or learn more about the program call 855-430-5272 and select the menu option for Health Coaching.



# 7 More Health and Wellness Programs for You



## Eat Right Now<sup>®</sup>

According to the CDC, more than 1 in 3 Americans have prediabetes, meaning they're at high risk of developing type 2 diabetes in the next few years, and more than 80% of them don't even know it.

The Eat Right Now<sup>1</sup> program offers digital therapeutic tracks for weight loss and diabetes prevention that combine mindful awareness with a science-based, step-by-step approach to help you rewire your brain for health so you can change habits. Learn more and check to see if you are eligible at [healthnet.sharecare.com](https://healthnet.sharecare.com).



## Welvie<sup>®</sup>

Having surgery is often unexpected. And working with your doctor to evaluate treatment options for a medical condition can be confusing. That's why it is important to be prepared before you need to make a medical decision. Welvie can help. The self-guided online program walks you through the journey from diagnosis and treatment options to preparation and recovery.

Not thinking about surgery? Using Welvie can help you learn how to make the most of your doctor visits. Learn how to make better health care decisions and get a \$25 gift card.<sup>2</sup> Go to [welvie.com](https://welvie.com) to register and get started.



<sup>1</sup>Members have access to Eat Right Now<sup>®</sup> through current enrollment with Health Net. If you or your adult family members are at risk for type 2 diabetes or heart disease, the cost of the program is covered.

<sup>2</sup>You'll get a \$25 gift card for completing Steps 1-3 of the Welvie My Surgery program and a short survey. Members are eligible for one gift card, per member, per 365 days.

# 8 Pay Your Monthly Premium

Your premium (or “bill”) is the amount you pay each month for your health coverage. There are many ways to pay your premium.

**Choose the premium payment method that works for you!**

## Pay online

- 1. Pay monthly.** Just log in to your member account at **myhealthnetca.com** (see page 3) each month before your premium is due and follow the instructions. It’s secure and easy!
- 2. Enroll in automatic bill pay** using your prepaid debit card, bank debit card, bank account, or credit card.
- 3. Make a quick payment – no log in required.** Visit **myhealthnetca.com** and go to *Pay My Bill*, then select *Pay your bill now*.



To avoid the risk of losing coverage, make sure you pay your premium before the first day of every month.

## Pay by mail

Send a check, cashier’s check or money order to the address listed on your billing invoice payment coupon. Remember to write your policy number (listed on your invoice) on the check, cashier’s check or money order. Tear off the premium payment coupon from the billing invoice and mail it with your premium payment. *Sign up for paperless billing to receive your monthly invoices online.*

## Pay by phone 24/7

Call us at 800-539-4193 and use our automated system to make a premium payment quickly. If you need assistance, you can also call our Customer Contact Center, listed on the back of your ID card.

## Pay with MoneyGram®

- 1. Find a MoneyGram location near you** by visiting MoneyGram.com or calling 800-926-9400.
- 2. You will need:**
  - Cash for your premium payment. **Health Net covers your MoneyGram transaction fee!**
  - Your Health Net member ID number.
  - Receive code: 16375
- 3. Fill out the blue MoneyGram ExpressPayment® form and use the MoneyGram phone or kiosk to complete your premium payment.**

Ask a store employee if you need any help in making your premium payment.

*To learn more about making your Health Net invoice payment using MoneyGram, visit [www.moneygram.com/mgo/us/en/paybills](http://www.moneygram.com/mgo/us/en/paybills).*

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# 9 Know Who to Contact

*Health Net is here to help you when you have questions about your Health Net plan.*

## For all Ambetter HMO Health Net members

Call the Health Net Customer Contact Center when you need to:

- Ask questions about benefits and eligibility.
- Get help finding resources.
- Find info on billing and premium payments.
- Change your primary doctor/PCP.
- Get claims info.

Health Net's Customer Contact Center has two numbers, depending on how you enrolled:

- 1. Call 800-839-2172 (TTY: 711) if you enrolled directly with Health Net.**
- 2. Call 888-926-4988 (TTY: 711) if you enrolled through Covered California.**

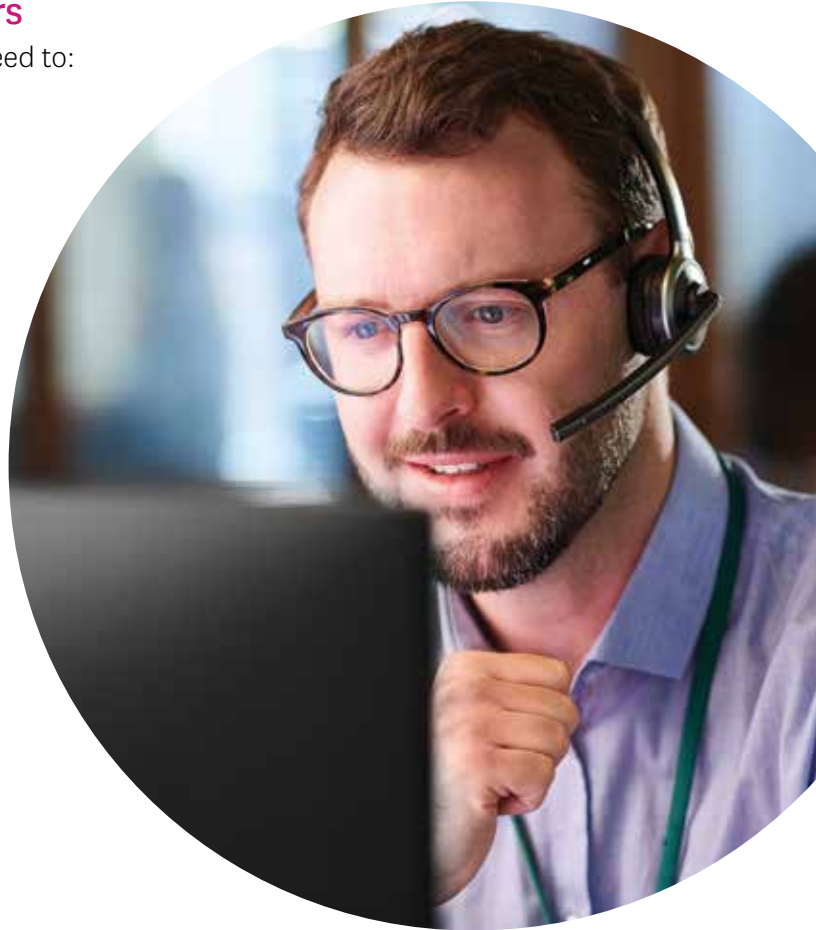
We're here Monday through Friday from 8 a.m. – 6 p.m., except on federal holidays.

## If you enrolled through Covered California

Contact Covered California to:

- Update your address and contact info.
- Report any changes to your income.
- Update info, such as citizenship and proof of where you live.
- Make changes to your health coverage.
- Ask questions about financial help.
- Cancel your health coverage.
- Request a copy of your Form 1095-A.

**Call Covered California at 800-300-1506 or visit [CoveredCA.com](https://www.CoveredCA.com).**





Your  
journey begins.  
[myhealthnetca.com](https://myhealthnetca.com)

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