

Choose Coverage for a Lifetime of Health

YOUR 2027 HMO MEMBER GUIDE

Los Angeles Unified School District



HealthNet.com/lausd





Choose The Health Coverage That's Right For You

Health Net believes every person deserves quality health care at any and every stage in life.

For over 45 years, we've helped our members get the information and support they need to access quality care and live healthier lives. Whether you're new to Health Net or returning, this guide will help you make smart, informed healthcare choices.

Learn How an HMO Plan Works

Choose a doctor, access care, use your Member ID card, and more

How to choose your doctor

When you enroll in the Health Net HMO plan:

- 1. Choose a participating physician group (PPG) from our network in select areas across California.**
- 2. Choose a primary care physician (PCP) from within that group.**
- 3. Each member of your family can choose their own PCP and/or PPG to suit their needs.**

You may change your PCP within your PPG as often as once a month. To change your PCP and/or PPG, call Health Net Member Services at **800-654-9821**.





2027 LAUSD HMO benefits at a glance for actives and Medicare pre-retirees

HMO benefits ¹	You pay
Deductible	\$0
Out-of-Pocket Maximum	\$1,500 Single / \$3,000 Family
Office Visits	\$20 (PCP) / \$30 (Specialist) copay per visit
Preventive Care	\$0 copay (Birth to age 2) / \$20 copay (age 2 and older)
Telehealth services provided by Teladoc Health⁷	\$0 copay
Inpatient hospital	\$100 copay + 10% coinsurance
Outpatient surgery	\$250 copay
Urgent care services	\$50 copay
Emergency care	\$100 copay

Your featured benefits:

- The LAUSD plan offered to you by Health Net does not have a deductible. This means that the copay amount your plan shows for a covered benefit is the amount you will pay.
- No paperwork or claim forms.
- Fixed copays for office visits, prenatal, postnatal and newborn care.
- Preventive care and health education.

How to access care

Your PCP will arrange most of your care. If you need specialist care, surgery or hospital services, your PCP will arrange this for you within their PPG. With your HMO plan, you must contact your PCP before you receive treatment from a specialist except for emergencies and the following services:



Obstetrical and gynecological (OB/GYN) services.

You don't need a referral to see an OB/GYN in the PPG. Just make your appointment.



Chiropractic care from a chiropractor from within the American Specialty Health (ASH) Network. For the most current listing of ASH Network chiropractors, call the ASH Member Services Department at **800-678-9133**.



Behavioral health or substance use disorder treatment. Call the Mental Health Benefits and Appointments number on the back of your Member ID Card.



Medical continuity of care

When you switch health plans during Open Enrollment, you don't want your care put on hold.

The Continuity of Care program (COC) is there to make sure certain treatments you may be receiving stays on track. Here is a list of services COC is available for:

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

Contact Health Net's COC program at **800-654-9821** before you enroll, so we know how to help you.

Your Health Net Member ID card

You will receive your Member ID card after you enroll. Keep it with you because you will need to show it each time you access medical care. When you receive your Member ID card, make sure the PCP of your choice is correct. If the doctor listed is not correct, call Member Services at **800-654-9821**.

Explore Your Pharmacy Benefit



Find your medications at healthnet.com/laUSD by checking the drug list.

We want to make your move to Health Net easy and hassle-free. Here is what you need to know about your pharmacy benefit, along with some tips to help make the change easy for you.

Pharmacy benefit copay overview

With the three-tier pharmacy plan, each higher tier allows access to a broader range of prescription drugs, at a corresponding higher copay.

Think ahead for medication refills

Make sure you obtain medication refills from your current health coverage to avoid running out of medication while switching health plans! You should do this one week before you run out of medication.

Once your new health coverage begins with Health Net, make sure you present your new Member ID card to your pharmacy and let them know you have changed health coverage. Sharing this information allows your pharmacy to send the prescription claim(s) to Health Net instead of your previous health plan.

Your three-tier HMO Pharmacy benefits (active employees and early retirees)

Benefit	Tier 1	Tier 2	Tier 3
	Generic drugs on the Health Net Drug List	Brand-name drugs on the Health Net Drug List	Drugs with a generic equivalent (when Medically Necessary), drugs listed as Tier 3 in the Formulary, drugs indicated as “NF”, if approved, or drugs not listed in the Formulary. ²
Retail pharmacy (up to a 30-day supply)	\$5	\$25	\$45
Mail order pharmacy (up to a 90-day supply)	\$10	\$50	\$90
CVS Pharmacy (up to a 90-day supply)	\$10	\$50	\$90
Mandatory program for maintenance medications	After your third fill, you are required to use mail order or a CVS Pharmacy retail store for a 90-day supply.		
Generic substitutions	If you request a brand-name drug (formulary or non-formulary) when a generic version is offered, you will have to pay the full cost of the medication. To avoid paying full cost, please have your doctor obtain prior authorization from Health Net.		

Note: This overview provides highlights of benefit information about the LAUSD Health Net HMO Plan. This is only a summary of benefits. Please refer to the *Evidence of Coverage* for terms and conditions of coverage, including which services are limited or excluded from coverage.

Advantages of mail order pharmacy:



- Enjoy convenient home delivery.
- Receive medication in confidential, tamper-resistant and (if necessary) temperature-controlled packaging.
- Talk to a pharmacist by phone.

Advantages of your local CVS Pharmacy:



- Pick up your long-term medication from the pharmacy at a time that is convenient for you.
- Enjoy same-day prescription pick up.
- Talk face-to-face with a pharmacist.

Prescription Transition of Care program

New members can also transition select maintenance medications – medicine you take every day to treat a chronic or long-term condition – to your new Health Net pharmacy coverage by these simple steps:

Need Prior Authorization for a Medication?

Take action within 90 days of enrolling with Health Net.

Step 1: Get the Prescription Transition Form

- Download the form at: **healthnet.com/lausd**
Go to: *Enrollment > Continuity of Care*
- Or call Member Services (number on your Health Net ID card)

Step 2: Fill out the form

- One form per family member
- Make sure each medication that needs prior authorization is listed

Step 3: If a medication isn't listed

- Your doctor must contact Health Net directly to request prior authorization

Step 4: Submit the form within 90 days

- Fax or mail it using the contact info on the form
- Once submitted: Health Net will process approvals so your prescriptions are covered under your new plan.

If a drug isn't listed or covered, your pharmacy may contact your doctor to suggest an alternative or request coverage from Health Net.



Health Net preferred blood glucose testing supplies

Use the Health Net preferred brands of blood glucose monitors and test strips to ensure coverage for your diabetic testing supplies. For a list of preferred brands, refer to the drug list on the Pharmacy page of **healthnet.com/lausd**. Health Net will provide one of our preferred monitors at no charge. This will help to ensure you have the most up-to-date monitoring equipment.

Maintenance Choice Pharmacy program

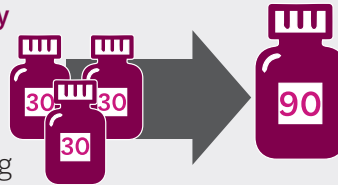
Our Maintenance Choice Pharmacy program makes it easy to fill your maintenance medication prescription. A maintenance medication is one taken regularly for long-term therapy or chronic conditions such as high blood pressure, asthma, diabetes, or high cholesterol.

Here's how it works:

Keep in mind, this program only applies to filling maintenance medications. You can still fill 30-day non-maintenance medication prescriptions at any Health Net contracted pharmacy.²

After your
3rd fill

of a 30-day supply of maintenance medication on the Health Net Maintenance Drug List at a network retail pharmacy,



you are required to obtain future refills (90-day supply)

using either the CVS Caremark Mail Order Pharmacy or your local CVS Pharmacy retail location. The choice is up to you. The copayment is the same either way.

Requesting your refill

If you already use CVS Caremark mail order pharmacy and want to continue, there's nothing else you need to do. If you'd like to switch to your local CVS Pharmacy, you can do so in person at the store. You can also call CVS Caremark Mail Order Pharmacy at **888-624-1139**.

If you use a retail pharmacy

CVS Caremark will contact you after your last allowed 30-day fill. CVS Caremark will contact your doctor to help you get a 90-day prescription and arrange for your next refill. You can get your refill via the CVS Caremark Mail Order Pharmacy or pick it up at a local CVS Pharmacy.



What Will You Do With Your Health Plan?

*Health Net is focused on giving you the tools you need to live a healthier, more productive life. Our programs can help you to make healthy lifestyle choices for you and your family. To access our Wellness programs, log in to **healthnet.com/lausd** and then click Health & Wellness.*



RealAge® Program

The RealAge Program targets the four biggest lifestyle risks: **Stress, Sleep, Nutrition, and Activity.**

It's personalized based on RealAge Test results and user interests, and fully integrates with Sharecare features like trackers to sustain engagement and promote behavior change — helping users lower their RealAge.



RealAge® Test

The RealAge Test provides you with a personalized report of your behavioral and medical health risks. After taking the online RealAge Test, you will receive a personalized action plan. Take the RealAge Test now at **healthnet.sharecare.com**.

You'll receive a **\$50 reward** for completing the RealAge Test. You can also earn an **additional \$25 reward** by either: Sharing your results with your primary care physician, or Completing 3 health coaching calls plus an evaluation call.³



Craving to quit®

This tobacco cessation program covers most types of nicotine products, connects you with a quit coach for support and encouragement, and provides a personalized plan to help you quit. This innovative 21-day program teaches awareness of cravings and habits to help participants quit smoking, dipping or vaping. Plus, you can earn a **\$25 gift card** for completing the program with a coach, and complete another online Sharecare offering.



Unwinding by Sharecare

This digital program uses mindfulness to help you build resilience. Whether you're feeling stressed during the day or winding down at night, you can tap in for a quick dose of calm. With breathing exercises, meditations, sleep support, and more, it supports a less-stressed life.

Note: The maximum reward available for participation in these Sharecare programs is \$100.



Health Coaching program

- **Health Coaching program (telephonic):** With one-on-one support, you and your Health Coach find what motivates you and address the specific health behaviors that affect short-term health risks and long-term goals. Earn a **\$25 reward** for completing 3 health coaching calls plus an evaluation call.
- **Health Coaching lessons (digital):** Consists of multiple lessons related to stress, smoking cessation, exercise, weight, gaps in care and more!



Eat Right Now® program

Step off the diet rollercoaster and create healthy habits that last. The program offer three tracks: **Mindful Eating**, **Weight Loss**, and **Diabetes Prevention**. After taking a brief assessment, you'll be matched to a track that supports your health goals.

- **Mindful Eating** – Build healthy eating habits and a better relationship with food. Complete this track plus one other Sharecare offering to earn a **\$25 gift card**.
- **Weight Loss** – builds upon mindful eating principles, providing additional tools for effective and lasting weight loss. You'll work with a personal coach, join live weekly calls, and receive a free scale and activity tracker.⁴
- **Diabetes Prevention Program** – Recognized by the CDC, offers tailored guidance to help prevent Type 2 diabetes. Prediabetic participants receive personalized coaching, join live weekly calls, and have access to a free scale and activity tracker.⁴

Note: The maximum reward available for participation in these Sharecare programs is \$100.



Active&Fit Direct™ program

The Active&Fit Direct program offers access to:

- 14,000+ digital workout videos so you can work out at home or on-the-go.
- 12,800+ standard fitness centers, (with the freedom to switch anytime), plus 10,200+ premium exercise studios.
- Lifestyle coaching in fitness, nutrition, stress management, and sleep.
- Activity tracking that syncs with 250+ wearable devices and apps.
- No long-term contract. All for just \$28 a month for standard fitness centers (plus a one-time \$28 sign-up fee and applicable taxes)⁵

To learn more, log in to healthnet.com/lausd > to access the Active&Fit Direct website.



Welvie® – Make better health care decisions

Surgery isn't always expected. And choosing a treatment plan with your doctor can be confusing. Welvie helps you prepare. This online program guides you through diagnosis, treatment options, preparation, and recovery.

Not considering surgery? Using Welvie can help you learn how to make the most of your doctor visits. Go to welvie.com to register and get started.

Learn how to make better health care decisions and get a **\$25 gift card**.⁶



Start Smart for Your Baby® program

Every pregnancy is different. Moderate and high-risk pregnancies require special care to protect you and your baby from adverse health outcomes.

The Start Smart for Your Baby program provides you with extra support by care managers who work with you and your doctor to ensure you receive the best care during your pregnancy, after birth and postpartum. They connect you to the right information and resources such as:

- Benefits available
- Help finding a doctor
- Breastfeeding supplies
- Where to find healthy foods, cribs, safe housing, clothing and more.

Log in to healthnet.com/lausd > *Member Resources* > *Maternity and Family Planning*, to get started.



Individual Doula program

A doula is a trained birth worker who provides emotional and physical support. Work with a doula in-person or virtually during pregnancy, labor and postpartum.



Mahmee with wrap-around services

Access virtual and in-person support via the Mahmee app, available 7 days a week. This program also includes maternity services from nurses, mental health coaches, nutritionists, and more. Virtual services are available statewide. In-person services are available in select counties.

Important: You may enroll in either Mahmee with wrap-around services or the Individual Doula Program, but not both.

Doulas do not replace medical providers or offer medical advice.



Nurse Advice Line

Our 24/7 Nurse Advice Line gives you fast access to registered nurses who can help with your health questions anytime — day or night.

Call the number on the back of your Member ID card to get immediate support.

Nurses can answer questions about concerns like colds and flu, minor illnesses and injuries, chronic pain, and medications.



Teladoc Health – Access to doctor appointments 24/7

Through Teladoc Health⁷ app, you can now:

- Book a telephone or video appointment 24/7 for a non-emergency medical condition.
- Make a behavioral health telephone or video appointment 7 days a week.
- Tap into a full suite of digital mental health care tools.
- Get medicine prescribed if needed.⁸

When your regular doctor isn't available, a Teladoc Health provider can help with every day, nonemergency conditions like the flu, sinus infections or stomach bugs. A Teladoc behavioral health provider can help with depression, anxiety, grief, and more.

Talk to a health care provider – with a \$0 copay!

Medical appointments are available 24 hours a day, 7 days a week from wherever you are. **Behavioral health professionals are available 7 days a week 7:00 a.m. to 9:00 p.m. (Pacific time).** You can book appointments through the Teladoc Health app, website or call **800-TELADOC (835-2362)**. To register or for more information, visit **teladoc.com**.



Behavioral Health

Your behavioral health benefits, provide treatment for mental health and substance use disorders. Behavioral health providers include:

- Therapists
- Clinical Social Workers
- Psychologists
- Psychiatrists

What services are covered?

Your mental health and substance use disorder benefits may include:

- Sessions with a therapist, psychologist, or psychiatrist.
- Treatment follow-up and aftercare.
- Other inpatient and outpatient services that are medically necessary.

How do I get help?

If you need help, simply call the Mental Health Benefits phone number on the back of your Health Net Member ID card. Customer service reps and licensed Care Managers are available to take your call. Behavioral Health Staff can:

- Answer questions you have about your benefits.
- Get help right away if you are experiencing a crisis or emergency.
- Help find a provider with availability.⁹

You won't need approval for outpatient appointments with a network provider.

Do More with Our Online Tools

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 LAUSD employees!

Find what you need, right at your fingertips:

-  **Access** your digital Member ID Card
-  **Find care** – locate urgent care centers, hospitals or doctors
-  **Access** virtual care with Teladoc Health
-  **Change** your Primary Care Physician (PCP)
-  **View** your health plan benefits and stay informed
-  **Find** LGBTQ+ resources and support
-  **Get important updates** about your coverage and benefits



Register Now!

Find a Provider

Use Health Net's Find a Provider tool to search for doctors, hospitals, urgent care centers, and other types of health care providers, with access to the most up-to-date provider network listings.

Find a Provider - Step by Step

1 Go



Go to **healthnet.com/lausd** and select *Find a Provider*.

2 Choose a location



Enter your city, ZIP code, or address.

3 Select your plan



Choose **HMO-Full Network Large Group** (LAUSD members only).

4 Search



Search by provider name, specialty, or facility.

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 **1-800-654-9821** (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) **1-800-654-9821**

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 **1-800-654-9821** (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 **1-800-654-9821** (TTY: 711)。

Hindi

बनिा लागत की भाषा सेवाएँ। आप एक दुभाषयिा प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दएि गए सूचीबद्ध नंबर पर हमें कॉल करें, या **1-800-654-9821** (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 **1-800-654-9821** (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、**1-800-654-9821**、(TTY: 711)。

Khmer

សេវាភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន **1-800-654-9821** (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 전화하시거나 **1-800-654-9821** (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hóló. T'áá hó hazaad k'éhjí naaltsoos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsoos bee néího'dółzinígíí bikáa'gi béesh bee hane'í bikáa' áají' hodiílnih éi doodaii' **1-800-654-9821** (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 **1-800-654-9821** (TTY: 711).

Panjabi (Punjabi)

ਬਨਿੰ ਕਸਿ 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 ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-800-654-9821 (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 1-800-654-9821 (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 1-800-654-9821 (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 1-800-654-9821 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-800-654-9821 (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 1-800-654-9821 (TTY: 711).

Contact Us

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

Dedicated Member Services for LAUSD

800-654-9821

7 days a week, 7 a.m. to 8 p.m. Pacific time.

healthnet.com/lausd



Assistance for the hearing and speech impaired

TTY: 711

¹The program does not apply to Medicare Advantage retirees.

²Please refer to the Health Net Drug List (formulary) for the most up-to-date information about each medication's coverage status, including whether it is formulary (F) or non-formulary (NF), and whether prior authorization (PA) is required.

³Complete the Eat Right Now - Mindful Eating; Craving to Quit tobacco cessation program; and/or participate in health challenges.

⁴Scale provided at enrollment. Activity tracker is earned by achieving a weight loss of 2% or more after 30 days in the program or engaging with the program for at least 10 days (days do not have to be consecutive).

⁵Members/spouses must be 18 years or older to take part. Fees will vary based on fitness center selection. 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). Active&Fit Direct is a trademark of ASH and used with permission herein. Not all services may be available in all areas and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

⁶You'll get a \$25 Amazon 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.

⁷You 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 Health will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Teladoc Health, you consent to receive services via telehealth through Teladoc Health. 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 Health. Unless you choose otherwise, any services provided through Teladoc Health shall be shared with your primary care provider.

⁸Access to telehealth services does not guarantee a prescription.

⁹Upon request, an Behavioral Health rep will reach out to providers on your behalf and will contact you once an available provider is found. Please note routine appointments with an MD/Psychiatrist may take up to 15 business days, or 10 business days for a therapist.

You have access to our wellness programs through current enrollment with Health Net of California, Inc. Our wellness programs 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 programs, including access to any 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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