

Health Net of California, Inc. (Health Net)



Your 2022 HMO Plan Option

Los Angeles Unified School District



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

A woman with curly hair is smiling and looking to the right. She is holding a rolled-up yoga mat. The background is a soft-focus outdoor scene with greenery. The image has a circular vignette effect around the woman's head and shoulders.

Using Your Health Plan

Each of us sees good health in our own way. How we keep ourselves healthy is also unique. With this guide, you'll make choices that can put you on a healthy path – and keep you there!

Learn How an HMO Plan Works

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

How to choose your doctor

When you enroll in the Health Net Health Maintenance Organization (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 PPG, call the Health Net Customer Contact Center at 800-654-9821.

Member cost basics

No deductibles

The LAUSD plans offered to you by Health Net do not have a deductible. This means that the copayment amount your plan shows for a covered benefit is the amount you will pay.

Access to MinuteClinics

The MinuteClinic is a walk-in health care clinic, often found inside CVS Pharmacy stores. MinuteClinics are staffed by nurse practitioners and physician assistants who provide treatment for common non-emergency illnesses and injuries when your PCP is not available.

Out-of-pocket maximum (OOPM)

Your plan has a maximum amount you will spend during the calendar year on medical expenses.



The OOPM for a single member is \$1,500



While the OOPM for a family is \$3,000

Once you reach your maximum, all further copayments and coinsurance (for covered medical benefits) are waived for the rest of the year.

You are responsible for keeping a record of the medical copayments and coinsurance that you have paid. When you feel you have reached your OOPM, contact Health Net's Customer Contact Center at 800-654-9821 to start the process.

2022 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 through Babylon	\$0 copay
MinuteClinic ¹	\$20 copay for non-preventive services / \$0 for preventive services
Inpatient hospital	\$100 copayment + 10% coinsurance
Outpatient surgery	\$250 copayment
Urgent care services	\$50 copay
Emergency care	\$100 copay

Your featured benefits will include:

- No paperwork or claim forms.
- Fixed copayments for office visits and prenatal, postnatal and newborn care.
- Preventive care and health education.



¹See www.healthnet.com/lausd for to find the nearest MinuteClinic.

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 Plan (ASH) Networks. For the most current listing of ASH Network chiropractors, call the ASH Member Services Department at **800-678-9133**.



Mental health or substance abuse treatment. Call Managed Health Network, LLC (MHN) at **800-554-3110**, and MHN will refer you for care.

Medical continuity of care

If you or a family member receives ongoing medical treatment from a provider outside of our network, call us at **800-654-9821**. We can help you check if you're eligible for a continuity of care program.

Your Health Net ID card

You will receive your Health Net 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 ID card, make sure your PCP is correct. If the doctor listed is not correct, call our Customer Contact Center at **800-654-9821**.



Explore Your Pharmacy Benefit



Find your medications at www.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 copayment overview

The Tier 3 benefit plan allows you access to more drugs without the need of prior approval, but the copayment will be the highest. See the table below to find out more about the three benefit tiers.

Think ahead for medication refills

Make sure you obtain medication refills from your current health insurance 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 coverage begins with Health Net, make sure you present your new ID card to your pharmacy and let them know you have changed health insurance. 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	Nonformulary drugs on the Health Net Drug List
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. To view the Health Net Maintenance drug list, log in to www.healthnet.com/lausd .		
Generic substitutions	If you request a brand-name drug (formulary or nonformulary) 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. Complete details about the plan are contained in the legal plan documents that govern plan operations and administration. If there is a discrepancy between the information above and the provisions of the plan documents, the plan documents will govern.

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

If you are new to Health Net and have been using medication for which Health Net requires “pre-approval” for coverage, you may not have to go through the prior authorization process.

1. Visit www.healthnet.com/lausd > Pharmacy to confirm that your current medication is part of Health Net’s drug list.
2. Ask your doctor for assistance and verify if the drug(s) being prescribed requires prior authorization.

If your current maintenance medication(s) is listed on Health Net’s Prescription Transition form, you’ll need to complete the form and return it to Health Net. Health Net will continue your medication without further authorization. Go to www.healthnet.com/lausd > Continuity of Care to download the form or call the Customer Contact Center.

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 www.healthnet.com/lausd. Health Net will provide one of our preferred monitors at no charge. This will ensure you have the most up-to-date monitoring equipment.

Maintenance Choice Pharmacy program

Our Maintenance Choice Pharmacy programs 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.¹

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 must receive 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.



¹The program does not apply to Medicare Advantage retirees.

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

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 health issues. These include:

- How to care for minor injuries and illnesses;
- Helping you spot health emergencies; and
- Help answer questions about medications



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 Net Wellness Rewards²

This program rewards eligible members for taking the online health assessment and sharing the results with your PCP.

- You get a summary report that has your overall wellness score and health areas you can improve or keep doing well.
- You and your doctor get to sit down and discuss your health and ways to improve it.
- You become eligible to receive **a reward of up to \$50.**



Tobacco cessation program

The tobacco cessation program (telephonic) covers any type of tobacco, including the use of Electronic Nicotine Delivery Systems (ENDS), such as e-cigarettes and e-pipes. The program lets you talk with a coach for help and support, and offers a personal plan to quit.

²Eligible members may obtain the health reward once every calendar year.



Health promotion programs

Looking for a flexible way to improve your health and wellness? Our health promotion programs give you the freedom to reach and keep your health goals.

These six-week programs are available online, so you take them when and where it makes sense for you. Topics include weight loss, stress relief, healthy diet, and tobacco cessation.



Wellness coaching

Your road to healthy living is better when you share it. That's why you get a virtual health coach to help you on your way. You and your health coach will connect by:

- Secure email
- Secure chat
- Phone

You'll enjoy online features that include journaling, goal setting, and exercise and food trackers.



Value-added programs

myStrength

myStrength is a confidential online resource, personalized to help improve your mood. The program's self-help tools are designed to help empower you to become – and stay – mentally and physically healthy.

myStrength supports whole-person health, with topics like pain management, substance use, insomnia, depression, anxiety, and prenatal and postpartum behavioral health.

Active&Fit Direct™ program

The Active&Fit Direct program lets you join more than 11,000 fitness centers across the country. The cost is only **\$25 a month** (plus a one-time **\$25 signup fee** and taxes). The program requires a 3-month commitment. To learn more, visit activeandfitdirect.com/Fitness/HealthNet.

OMADA

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.

Start Smart for Your Baby® program

With a range of educational resources and support for parents-to-be, the Start Smart for Your Baby program offers education and resources as well as case management for members with high-risk pregnancies. Members can also enroll in Text4baby, a texting program based on an individual's due date, providing information about what to expect during pregnancy and the postpartum period, as well as tips on new baby care. Log in to www.healthnet.com/lausd > Wellness Center > Start Smart for Your Baby, to get started.

Access Your Website!

Find the information you need right away by using our website, **www.healthnet.com/lausd**. It's designed to make searching for key information a breeze – and to help you achieve an overall sense of good health.

Register for our website

Once you're a Health Net member, go to **www.healthnet.com/lausd**, click *Register* and fill out the form. Be sure to have your member identification (ID) card handy. Once you've set up your account, you'll have 24/7 access to the user-friendly tools and health info you need most. You can:

- Get ID cards and forms, manage your account details and view medical treatment policies.
- Change your primary care physician (PCP).
- Complete the health assessment to assess your overall health and you could earn a **\$50 gift card**.
- Try health and wellness programs, such as quitting smoking, emotional health, exercise, nutrition, and more.
- Sign up for our monthly Wellness Webinar, which offers a new health topic at each session.



Health Net's ProviderSearch

With ProviderSearch, you can find the most up to date listings of doctors, hospitals, urgent care centers, and other types of health care providers. You may choose from a list of providers within 30 miles of your home or work address.

Here's how:

- Launch the tool from www.healthnet.com/lausd > *ProviderSearch Tips*.
- Enter a place (street address and radius, city, county, or state).
- Further narrow your search by Provider Name/ID/License Number or by Plan/Network. Choose HMO – Full Network Large Group for network.
- Select a type of provider (doctor, hospital, medical group, etc.) to get your results.

Search results give you easy-to-read details about providers.



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.

You can download or update your free Health Net Mobile app on the App Store or Google Play. Just search for "Health Net Mobile." It's easy to use – and free!

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: 800-654-9821 (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 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 **1-800-654-9821** (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 पढ 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

សេវាកម្មភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូម ទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្ម នៃក្រុមហ៊ុន **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'dólzínígíí bikáa'gi béésh bee hane'í bikáá' áajjí' hodíílnih éí 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)

ਬਨਿਾਂ ਕਸਿ ਲਾਗਤ ਤੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ 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 прочитать 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

For questions throughout the year, call **800-654-9821**.

www.healthnet.com/lausd

Members have access to Decision Power through current enrollment with Health Net of California, Inc. (Health Net). Decision Power is not part of Health Net's commercial medical benefit plans. It is not affiliated with Health Net's provider network, and it may be revised or withdrawn without notice. Decision Power services, including clinicians, are additional resources that Health Net makes available to enrollees.

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