



PO Box 989883, West Sacramento, CA 95798-9883

ELECTRONIC SERVICE REQUESTED

90703

[MEMBERS NAME]

[MEMBERS MAILING ADDRESS]

[MEMBERS CITY STATE ZIP+4]



**IFP Ambetter HMO network**

**Member ID#** [R/Uxxxxxxxx]

Effective date with PPG [MM/DD/YYYY]

**Physician Group and PCP**

[PPG NAME]  
PPG# [MXXX]  
[PPG PHONE NUMBER]

[PCP NAME]  
[PCP Street Address]  
[PCP City, State Zip]  
[PCP Phone number]

**Member name** [FIRST MI LAST NAME]  
**Subscriber** [FIRST LAST NAME]  
**Effective date** [MM/DD/YYYY]  
**Plan** [XXX] Including Metallic Level and Actuarial Number

Health Net of California, Inc.

(Copays may apply after deductible)

**PCP Visit** \$XX **Specialist Visit** \$XX **ER** \$XXX **Urgent Care** \$XX **Teladoc** \$XX

(Deductibles may apply)

**RX Deductible**

**Deductible**

**Out of Pocket Max**

**Individual/Family (In Network)**

\$X,XXX/\$X,XXX

\$X,XXX/\$X,XXX

\$X,XXX/\$X,XXX

**Individual/Family (Out of Network)**

Not covered, except for emergency or urgent care and services approved by Health Net.

In an emergency, call 911 or go to the nearest emergency care center



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PPG# [MXXX]  
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[PCP Street Address]  
[PCP City, State Zip]  
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**Member name** [FIRST MI LAST NAME]  
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### Your Health Net ID card

Attached is your new Health Net member identification card. Please discard any old identification cards you may have from Health Net. If there is an error on this card, or you need to verify eligibility for benefits, please call us at 1-800-839-2172 (TTY: 711). Please see your Plan Contract and Evidence of Coverage for full plan details.

### Your physician group

You have selected or have been assigned the physician group listed on your card to manage your care. In order to be covered by Health Net, all medical and hospital services must be rendered or authorized by the assigned physician group, unless it's an emergency.

### Your primary care physician

Your PCP oversees all your health care and provides referrals if specialty care is needed. Your health plan uses the Ambetter HMO provider network. In order to be covered, please make sure you use doctors, hospitals, etc. that are in the Ambetter HMO provider network. If your situation is an emergency, call 911 or go to the nearest hospital or emergency care facility. Want to change your PCP? You can:

- Go to [www.myhealthnetca.com](http://www.myhealthnetca.com) to find a doctor in the Ambetter HMO provider network.
- Call 1-800-839-2172 (TTY: 711), Monday through Friday, 8:00 a.m to 6 p.m.

### Teladoc 24/7 Video Doctor Visits

Teladoc gives you 24/7 access to U.S. board-certified doctors. You can access them with ease - either through the web, your phone or through the Teladoc app. Get the care you need in minutes from the comfort of home or at work. Or, get care even while traveling!

2023 Ambetter HMO and PPO plans are offered by Health Net of California, Inc. Health Net of California, Inc. (Health Net) are subsidiaries of Health Net, LLC. and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

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 Health (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.

[www.myhealthnetca.com](http://www.myhealthnetca.com)  
Customer Contact Center  
Mental Health Benefits  
24-hour Nurse Advice  
Virtual Doctor Visits

1-800-839-2172  
1-888-426-0030  
1-800-893-5597  
[www.Teladoc.com](http://www.Teladoc.com)

Pharmacy Help Desk 1-800-600-0180  
RXBIN: 004336 RXPEN: ADV RXGRP: RX5466  
Processor: Caremark Pharmacy Claims  
Health Net Commercial Claims  
Payer ID 68069 PO Box 9040, Farmington, MO 63640-9040  
Inpatient Admissions 1-800-995-7890  
Providers Contact Center 1-877-857-0701  
Mental Health Claims - MHN  
Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621

  
MultiPlan  
commercial network  
Access may vary

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