



ELECT OPEN ACCESS

Member ID # [XXXXXXXXXXXX]

Medical Group and PCP

OU7 Health Care Partners of Los Angeles
1-818-773-4433
4747 Buena Vista St.
Burbank, CA 91505-7865
Effective date with PPG: MM/DD/YYYY

Dr. Martin Short
1-818-773-4433

In case of emergency call 911

Member FIRST MI LASTNAME
Subscriber FIRST M LASTNAME
Effective Date 01/01/2020
Group Name From ABS or PEGA
Group # 234532
Plan Xxxxxx

	Your Health Net Provider	Other Health Net participating providers
PCP visit	\$XX	\$XX
Minute Clinic	\$XX	
Specialist	\$XX	\$XX
Urgent Care	\$XX	\$XX
ER	\$XXX	\$XXX

Deductibles	In-Network	Out-of-Network	Out of Pocket Max	In-Network	Out-of-Network
One Member	\$X,XXX	\$X,XXX	One Member	\$X,XXX	\$X,XXX
Family	\$X,XXX	\$X,XXX	Family	\$X,XXX	\$X,XXX

www.healthnet.com

Member Services	1-800-676-6976 (TTY: 711)
Mental Health Benefits and Appointments	1-888-426-0030 (TTY: 711)
24-hour Nurse Advice Line	1-800-893-5597 (TTY: 711)
24/7 Video Doctor Appointment	www.teladoc.com

Provider Services 1-800-641-7761
To report, or request approval for, inpatient admits, call: 1-800-995-7890
Pharmacy Help Desk 1-800-600-0180
RxBIN #004336 RxPCN 'HNET' Processor Caremark

California Medical & Mental Health Benefit Claims
Health Net Commercial Claims
Payer ID 95567, PO Box 9040
Farmington, MO 63640-9040

Outside of California Medical & Mental Health Benefit Claims
Cigna Medical Claims
Payer ID 62308, PO Box 188061
Chattanooga, TN 37422-8061

Health Net of California, Inc. provides the health benefits under this plan

Benefits are not insured by Cigna or affiliates



Access may vary

AWAY FROM HOME CARE

Your Health Net ID Card

Attached is a new Health Net ID Card. If there is an error on this card, or you have any questions about your coverage, please call Health Net's Member Services and provide them with your Group and Subscriber ID number. You will find the Member Services phone number on the back of this card and your Group and Subscriber ID number on the face of this card.

Carry this ID Card with you at all times, and present it to your health care provider when getting the care you need.

See your plan documents for a description of your benefits.

Your Primary Care Physician

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

Prior Authorization Requirements

For a current listing of services subject to prior authorization before they are rendered, please refer to your Evidence of Coverage or Certificate of Insurance. You may also visit Health Net's website at www.healthnet.com or call the Customer Contact Center at 1-800-361-3366 (TTY: 711).

Teladoc 24/7 Video Doctor Visits

Your new telehealth service provider is Teladoc. 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!

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.

IF AN EMERGENCY ARISES

If your situation is an emergency: Call 911 or go to the nearest Hospital or emergency care facility. If you are ill but unsure of the seriousness of your condition: You may call your Medical Group for assistance. In all cases, contact your Primary Care Physician/Medical Group as soon as possible to inform them about your condition.