



PureCare HSP
Member ID # [XXXXXXXXXXXXXX]

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

PCP
 Dr. Martin Short
 4747 Buena Vista St.
 Burbank, CA 91505-7865
 1-818-773-4433
 Effective date with PCP: MM/DD/YYYY

In case of emergency call 911

PCP visit \$XX
Specialist \$XX
Urgent Care \$XXX
ER \$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	\$XX,XXX	\$XX,XXX

www.healthnet.com

Member Services	1-800-522-0088 (TTY: 711)
Mental Health Benefits and Appointments	1-800-730-6191 (TTY: 711)
24-hour Nurse Advice Line	1-800-893-5597 (TTY: 711)
24/7 Video Doctor Appointment	www.teladoc.com

Provider Services 1-877-857-0701
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 and 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



Access may vary

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

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

Having a doctor who knows you is important. That's why you have a primary care physician (PCP) as part of your HSP plan. You can see your PCP first, or you can go to any provider in the PureCare HSP network. You don't need a referral. Want to change your PCP? You can:

- Use ProviderSearch at www.healthnet.com/myaon to find a doctor in the PureCare HSP network.
- Call 1-888-926-1692 (TTY: 711), Monday through Friday, 8:00 a.m. to 6:00 p.m. We will be happy to help you.
- You, the member, are responsible for obtaining certification for certain services. Call 1-800-977-7282. Your Evidence of Coverage has a list of services that require pre-certification.

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.