

Health Net's Wellness and Value-Added Programs

HEALTH CARE FOR THE WAY YOU LIVE

Effective January 1, 2022

For CalPERS BASIC members



More Than an ID Card

We understand that enjoying a healthy lifestyle is easier when you make good health decisions. That's why, with Health Net, you have exclusive access to programs, resources and clinicians, all geared toward supporting your health and wellness.

Our programs cover wellness, specialty health and condition management, so whether you're looking to quit smoking, manage stress or anxiety, or get your diabetes under control, you'll have all the tools you need to live a healthier, more productive life.

Wellness and value-added programs		
 <p>Health Coaching program (telephonic)</p>	<p>Enjoy one-on-one, individual wellness support with a health coach.</p>	<p>Choose from program topics, including:</p> <ul style="list-style-type: none"> • nutrition • exercise • weight loss • stress management • tobacco cessation • and more! <p>Earn a \$100 gift card¹ when you complete the health coaching program as well as an evaluation call. Once you've enrolled in the program, we'll mail a Health Coaching Guidebook to your home.</p>
 <p>Tobacco cessation program (telephonic)</p>	<p>Once enrolled in our telephonic tobacco cessation program (telephonic), you get a coach to guide you through the quit process.</p>	<p>Plus, you get access to useful tools to help you quit. These include:</p> <ul style="list-style-type: none"> • A website with eLearning tools. • An online chat forum. • Access to your coach via email. • Text messaging support. • A Coaching Guidebook. • \$100 gift card¹ when you complete the program with a coach.
 <p>Digital Coaching programs (web-based)</p>	<p>Through a "virtual coaching" experience, our online programs offer you the information and tools to improve your health and reduce your disease risk. The programs offer weekly assignments and goal-setting tips personalized to your individual preferences and interests.</p>	<p>The program addresses topics, including:</p> <ul style="list-style-type: none"> • healthy eating • exercise • stress management • weight loss • tobacco cessation • and more!
 <p>Health assessment</p>	<p>Staying healthy is as important as getting better. And we like it when you practice preventive care. When you take our online Health assessment, you get a personalized report with your behavioral and medical health risks, along with a personalized action plan.</p>	<p>Plus, we'll reward you! Here's how it works:</p> <ul style="list-style-type: none"> • Complete your online Health assessment at www.healthnet.com/calpers. • Review your summary report with your primary care physician. • Complete the Primary Care Physician Form posted online. • Receive your \$50 gift card!
 <p>Healthy Discounts</p>	<p>As a Health Net member, you'll enjoy discounts on a variety of health services, programs and tools.</p>	<p>These services include:</p> <ul style="list-style-type: none"> • Hearing screenings and hearing aids. • Weight-loss programs. • Fitness facilities. • Acupuncture. • Massage and chiropractic care.
 <p>Monthly wellness webinars</p>	<p>You'll have access to monthly health topics via webinars at work or at home. Topics vary and include Financial Wellness, Mindfulness, and Cold and Flu. Health Net offers the Wellness Webinar Series the third Wednesday of each month.</p>	

To enroll in any of our wellness and value-added programs, or for more information, please call **888-926-4921** or visit **www.healthnet.com/calpers**.

¹The \$100 gift card is provided for either the Health Coaching program **OR** the Telephonic tobacco cessation program. Completion criteria must be met to earn the reward; payable one time only per calendar year.

Specialty programs

 <p>myStrength</p>	<p>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.</p>	<p>Here are some program highlights:</p> <ul style="list-style-type: none"> • In-the-moment tracking. • Immediate stress-relieving tips. • A variety of mood-improving activities. • Step-by-step eLearning modules. • Interactive tools. • Weekly action plans. • Daily inspiration • Mobile app. <p>Members can self-refer to the program by visiting https://mystrength.com/go/healthnet/calpers, or it can be recommended by a case manager, as appropriate.</p>
 <p>Omada</p>	<p>A digital lifestyle change program that combines the latest technology with ongoing support. It's an approach shown to help you lose weight and reduce the risks of type 2 diabetes and heart disease.</p>	<p>The program offers qualified members:</p> <ul style="list-style-type: none"> • A small group of matched participants for real-time support. • Weekly online lessons to educate and inspire. • A wireless smart scale to monitor your progress.
 <p>Welvie – surgery decision-making support</p>	<p>Whether you have an upcoming surgery or need to understand your non-surgical options, Welvie's six-step online program guides you through the entire process. The program helps you work with your doctor and, if surgery is the decision, helps you understand what to expect – from pre-op preparations to recovery. Plus, when you complete the first 3 modules of the Welvie program and a brief survey, you'll receive a \$25 Amazon.com gift card (one per Health Net member per 365 days).</p>	

Unless otherwise noted, you can enroll in any of our specialty programs, or find more information, by visiting www.healthnet.com/calpers.



Condition management programs

 Nurse Advice Line	<p>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:</p> <ul style="list-style-type: none">• How to care for minor injuries and illnesses;• Helping you spot health emergencies; and• Help answer questions about medications
 Start Smart for Your Baby program	<p>With a range of educational resources and support for mothers-to-be, the Start Smart for Your Baby program offers education and resources as well as case management for women 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.</p>
 Care reminder messages	<p>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 reminders so that they can better observe your health status.</p>
 Disease Management	<p>This program is for high-risk individuals who need help managing one or more chronic conditions. These conditions include:</p> <ul style="list-style-type: none">• diabetes• asthma• coronary heart disease (CAD)• heart failure (HTN)• hypertension• chronic obstructive pulmonary disease (COPD) <p>The functions of this program are designed to reduce health risks and ensure that members follow prescribed medication and care plans through education, empowerment and support. To access, enroll in, or self-refer to our chronic conditions management program, please call the phone number on the back of your member ID card and request Case Management.</p>

Understanding health and wellness

When it comes to health and wellness programs, we all have an idea of what we need, want and expect. Simply put, "Tell us what we need to know, show us how to do it and make it worth our while." So, we developed Health Net programs for CalPERS Basic members to make it easy to engage in your health and to encourage the belief that you can achieve lasting, positive change.



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 **888-926-4921 (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: 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 1-888-926-4921 (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) 1-888-926-4921

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 1-888-926-4921 (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 1-888-926-4921 (TTY: 711)。

Hindi

बना लागत की भाषा सेवाएँ। आप एक दुभाषिया प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दिए गए सूचीबद्ध नंबर पर हमें कॉल करें, या 1-888-926-4921 (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 1-888-926-4921 (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、1-888-926-4921 (TTY: 711)。

Khmer

សេវាកម្មដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន 1-888-926-4921 (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 1-888-926-4921 (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hóhó. T'áá hó hazaad k'ehjí naaltsoos hach'í' wóltah. Shíká a'doowoł nínízingo naaltsoos bee néího'dólzíníígíí bikáa'gi béésh bee hane'í bikáa' áají' hodíílnih éí doodaii' 1-888-926-4921 (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 1-888-926-4921 (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 ਦੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-888-926-4921 (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 1-888-926-4921 (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 1-888-926-4921 (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 1-888-926-4921 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-888-926-4921 (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 1-888-926-4921 (TTY: 711).

For more information

Log in to www.healthnet.com/calpers > **Wellness Center.**

You have access to Decision Power, myStrength, Omada and Welvie through current enrollment with Health Net of California, Inc. (Health Net). Decision Power, myStrength, Omada and Welvie 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 services, including 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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