

Health Net of California, Inc. (Health Net)



Make a Healthy Start

CANOPYCARE HMO –
2023 QUICK START GUIDE



Welcome!

Make the most of all your health plan has to offer.

Get started using your health coverage:

- 1** Get your member ID card
- 2** Set up your MyCanopyHealth account
- 3** Find doctors and services in your network
- 4** Continuity of care
- 5** Learn where to get care
- 6** Fill your prescriptions
- 7** Use Our Wellness Programs to help you stay strong
- 8** Know who to contact

1 Your Member ID Card

Each family member will receive an ID card in the mail prior to the group's effective date.

Your ID card includes:

- **Your member ID number**
- **Starting date of your health coverage**
- **Your physician group, primary care physician name and contact information**



Show this card to your provider when you get services. If you have not received your ID card by your starting date and you need services, please call the Health Net Member Services at **833-959-2907**.

You can also use your digital ID card on the mycanopyhealth app, or print out a copy from **mycanopyhealth.com**.



2 Set Up Your MyCanopyHealth Account



MyCanopyHealth will help you explore your plan benefits and services. You can access MyCanopyHealth via the web or mobile app. Go to mycanopyhealth.com. For first time users over the age of 18, click 'create account' and follow the instructions to register.

Once you receive your member ID number, create an account so you can access these features anytime:

- Search for a primary care or specialty provider
- Get information about your primary care provider
- Request to change your PCP
- View and download a digital health plan ID card
- Order a new physical ID card
- Find care in your network, hospitals, urgent care and health care services

After your plan is effective:

- Schedule an appointment with your doctor¹
- Ask your doctor a question or send a message¹
- Schedule a telehealth or video visit with your PCP¹
- Check your visit summary, lab results, medications and more¹
- Review your health plan and pharmacy benefits
- Have an urgent care virtual visit with a licensed physician after hours or anytime²
- Go to *Using My Benefits* – helpful information and videos on using your health care benefits, accessing behavioral health and pharmacy services

¹Select participating providers.

²Licensed physician through a contracted third-party telehealth services provider. 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.

3 Find Doctors and Services in Your Network



Care at an urgent care clinic is covered within your network. Emergency care is covered wherever you need it.

The name of your medical group and PCP are on your ID card. To change your medical group or your PCP, log into your account at MyCanopyHealth.com, then go to Select/Change PCP to submit your request. Or you can call Health Net Member Services at **833-959-2907**. You can make this change once a month.

With CanopyCare HMO you have access to the entire Canopy Health network. If you want or need a second opinion or care from a doctor that isn't part of your medical group, your doctor can refer you to any doctor in the Canopy Health network.

Your primary care physician (PCP) and medical group³

Every member has a doctor who is their primary care physician (PCP). Your PCP helps you stay healthy and can help care for you when you're sick.

Alliance Referral Program

This program simplifies referrals and gives members access to all Canopy Health providers, not just those in their doctor's medical group.³

A new approach to referrals

You get an active role in your care. You and your doctor make choices that fit how you live. It's that simple!

Three steps to access a specialist

- 1 Talk with your PCP. If you need a specialist, you and your PCP can discuss the best option. Your PCP will put in a referral for you.
- 2 Members and providers will be notified when the referral is approved.
- 3 Schedule an appointment with the specialist.

The Canopy Health Ambassador Program

For more information on the Alliance Referral Program, you can contact a Canopy Health Ambassador.

These advocates will answer your questions about your network and show you how to transfer your medical records, transition your care to new providers and services and use the entire Canopy Health network through the Alliance Referral Program.

Contact an ambassador via secure email or phone
Monday–Friday,

8:30 a.m.–5 p.m. Pacific Time

For more information, contact an Ambassador

Email: Ambassador@CanopyHealth.com

Phone: **415-712-1020**

³“Medical Group” means the physician group that your primary care physician belongs to and is responsible for coordination of your care.

4 Continuity of Care (COC)

When you change health plans during open enrollment, you might be eligible to continue your care with your current doctors or medical group. You have 60 days after you enroll to request COC. Please visit www.healthnet.com/canopycare. Here is a list of conditions eligible for COC:

- **Acute condition**
- **Serious chronic condition – up to one year of coverage**
- **Pregnancy (includes immediate postpartum care)**
- **Mental health for the person giving birth – up to one year of coverage from diagnosis or the end of the pregnancy**
- **A newborn up to 36 months of age – up to one year of coverage**
- **Terminal illness**
- **A surgery or other procedure authorized by your prior health plan as part of a documented course of treatment**



5 Learn Where to Get Care⁴

Your plan offers many ways to get the care you need, when you need it.



At a doctor's office



At home



In a clinic

Your primary doctor

Visit your primary doctor (also called your PCP) for routine and preventive care. This includes wellness exams every year, illness, vaccinations, and general medical care. Your PCP is responsible for directing your care to other providers within the network.⁵

To find a doctor in the CanopyCare HMO network, visit mycanopyhealth.com or use the MyCanopyHealth app.⁶

Behavioral Health Services

Your Health Net behavioral health benefits, administered by MHN Services. Get mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your PCP. Find a therapist or psychiatrist at www.mhn.com/canopycare. Or, call the Mental Health Benefits number listed on your Health Net ID card.

Virtual urgent care doctor visits

See if your PCP offers telehealth services. You can also use the MyCanopyHealth app or website to access phone or online video consults with a telehealth doctor 24/7. Ideal when you can't meet with your regular doctor or their office is closed.

For behavioral health, contact MHN Services at the number on your ID card.

24/7 Nurse advice line

Get advice from a registered nurse:

- Whether to seek medical care
- How to care for injury and illness at home
- Self-care for injuries and illness like flu or fever⁴
- Call 800-893-5597 (TTY: 711)

Urgent care centers

Get same-day care for non-emergency illnesses or injuries.⁴

Some urgent care centers now offer X-rays and lab tests, too.

To find an urgent care center in your CanopyCare HMO network, visit mycanopyhealth.com or use the Canopy Health app.



You are in the **CanopyCare HMO** network.

⁴Go straight to the nearest emergency room or call 911 if you have an emergency.

⁵Self-referrals are allowed for OB/GYN reproductive and sexual health care services within your PCP's medical group. If the OB/GYN you would like to see is not in your PCP's physician group but is in the Canopy Health network, a referral is necessary. No prior authorizations are needed. There is no coverage for out-of-network services except for emergency care, urgent care and pre-approved services.

⁶For the official CanopyCare HMO provider search, please go to Healthnet.com.

6 Fill Your Prescriptions

Pharmacy benefits

Go to an in-network pharmacy for everyday prescriptions or insulin. If you give yourself injectable medication, talk to your doctor about refills.

CVS Caremark Mail Service Pharmacy – How it works

You can reduce costs if you order up to a 90-day supply of your maintenance medication (not injected) or insulin. This doesn't include injected drugs (excluding insulin).

To use the CVS Caremark Mail Service Pharmacy you can either:

- **Complete and mail in the CVS Caremark order form (PDF).**

Or,

- Call or have your doctor call **800-875-0867**. Be sure to have the medication's name and your doctor's information handy:
 - **Name**
 - **Phone number**
 - **Fax number** (if available)

Note: this program only applies to maintenance medications. You can still fill 30-day non-maintenance prescriptions at any Health Net contracted pharmacy. Some drugs are not available through the mail service program. For more information about your benefits, login into your MyCanopyHealth account and select *Using My Benefits*.

New prescription?

Check the medication approved for your plan and find an in-network pharmacy.

- **Drug List (PDF)**
- **Find a Pharmacy**
- **Generic vs Brand-Name information (PDF)**



Tip: Ask for generic drugs to reduce costs.

7 Use Our Wellness Programs to Help You Stay Strong

Health Net is focused on giving you tools you need to help you live a healthier, more productive life. Our programs can help you to make healthy lifestyle choices for you and your family.



RealAge® Program

The RealAge Program is our healthy behavior program targeting the four highest lifestyle risks – Stress, Sleep, Nutrition, and Activity. The program is personalized to the individual based on risk level for each lifestyle category gleaned through RealAge test responses and personal interest. It's fully integrated with other features of the Sharecare platform, such as trackers, to drive sustained engagement and promote behavior change that can help lead to a lower RealAge.



RealAge® Test

The RealAge Test provides you with a personalized report of your behavioral and medical health risks. Immediately after taking the online RealAge Test, you will receive a personalized action plan. Take the RealAge Test now at <https://healthnet.sharecare.com>.



Craving to Quit®

This tobacco cessation program covers most types of tobacco, lets you talk with a quit coach for encouragement and support, and offers a personalized plan to quit. The innovative 21-day program teaches awareness of cravings and habits to help participants quit smoking or vaping.



Health Coaching Program

- **Health Coaching Program (telephonic):** With one-on-one support, you and your Health Coach find what motivates you and address the specific health behaviors that affect short-term health risks and long-term goals.
- **Health Coaching Program (digital):** Consists of multiple lessons related to stress, smoking cessation, exercise, weight, gaps in care and more!

Programs Just for You

As a member, you and your covered dependents have access to these programs from our prominent wellness partners.



Start Smart for Your Baby[®] program

We have a program for pregnant and new parents. It is called Start Smart for Your Baby. The program is designed to customize the support and care you need for a healthy pregnancy and baby. It is already part of your benefits and it will not cost you a thing. 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 a parent with high-risk pregnancies.



Active&Fit Direct[™] program

The Active&Fit Direct program⁷ offers standard fitness center memberships to 11,500+ fitness centers nationwide for just \$25 a month (plus a \$25 enrollment fee and applicable taxes).



Visit healthnet.com/canopycare
for the link to join.

⁷Members/spouses must be 18 years or older to take part. Fees will vary based on fitness center selection. There is a 2-month commitment required. The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit Direct is a trademark of ASH and used with permission herein. Not all services may be available in all areas and the program may be changed (including monthly and enrollment fees and/or the introductory period) or discontinued at any time.

8 Know Who to Contact

Health Net is here to help you when you have questions about your Health Net plan.

For all Health Net CanopyCare HMO members

Call the Customer Contact Center at **833-959-2907 (TTY 711)** when you need to:

- **Ask questions about benefits and eligibility.**
- **Get help finding resources.**

We're here Monday through Friday from 8 a.m.–6 p.m. Pacific time.





Your
journey begins.

mycanopyhealth.com

Nondiscrimination Notice

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