

Health Net of California, Inc. (Health Net)



# Make a Healthy Start

CANOPYCARE HMO –  
2024 QUICK START GUIDE



# Welcome!

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

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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 a member 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 medical group, primary care physician (PCP) name and contact information**



You will need to present your member ID card when you access care. If you don't have a member ID card by your start date, call Health Net Member Services at **833-959-2907**. You can also access your digital member ID card or print a copy of your member ID card on the MyCanopyHealth app and portal.

To change your medical group or your PCP, log into your account at [MyCanopyHealth.com](https://www.mycanopyhealth.com), then go to Select/Change PCP. Or you can call Health Net Member Services at **833-959-2907**. You can make this change once a month.



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



# 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](https://www.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 doctor<sup>1</sup>
- Ask your doctor a question or send a message<sup>1</sup>
- Schedule a telehealth or video visit with your PCP<sup>1</sup>
- Check your visit summary, lab results, medications and more<sup>1</sup>
- Review your health plan and pharmacy benefits
- Have an urgent care virtual visit with a licensed physician after hours or anytime<sup>2</sup>
- Go to *Using My Benefits* – helpful information and videos on using your health care benefits, accessing behavioral health and pharmacy services

<sup>1</sup>Select participating providers.

<sup>2</sup>Licensed 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 request to change your medical group or your PCP, log into your account at [MyCanopyHealth.com](https://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 a second opinion or need care from a specialist, your doctor can refer you to any doctor in the Canopy Health network.

## Your primary care physician (PCP) and medical group<sup>3</sup>

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.<sup>3</sup>

### **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!

#### **1 Three steps to access a specialist**

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

### **The Canopy Health Ambassador Program**

The Canopy Health Ambassador Program is available to answer any questions on:

- The Alliance Referral Program
- Transitioning your care to new providers including information on how to transfer your medical records
- Navigating the Canopy Health Network

For more information on the Alliance Referral Program or navigating the Canopy Health network, please contact a Canopy Health Ambassador via secure email or phone number: Monday–Friday, 8:30 a.m.–5 p.m. Pacific Time

Email: [Ambassador@CanopyHealth.com](mailto:Ambassador@CanopyHealth.com)

Phone: **415-712-1020**

<sup>3</sup>"Medical Group" means the physician group that your primary care physician belongs to and is responsible for coordination of your care.



# Transition of Care



We're here to help make your transition easy

Listed below are steps you can take to help ensure a smooth transition to your new plan.

1. Refill Prescriptions – including Medications and Medical Equipment.
2. Transfer Medical Records
3. Apply for Continuity of Care

For details, visit [healthnet.com/canopycare](https://healthnet.com/canopycare) >Enrollment>Transition of Care

# Continuity of Care



## Medical

When you change health plans during open enrollment, you might get to continue your care with your current doctors or medical group. This is called Continuity of Care (COC). You have 60 days after you enroll to request COC. 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**

If you or a family member gets medical treatment from an out-of-network provider for one of the medical conditions above, please complete a COC form as soon as possible. You can find the COC form by visiting [healthnet.com/canopycare](https://healthnet.com/canopycare) >Enrollment>Continuity of Care or by calling member services at **833-959-2907**. A representative will help you determine if you're eligible for COC.

## Pharmacy

**New members: Maintain coverage for your maintenance medications and medical equipment (for example, Glucose monitors and CPAP machines) that require prior authorization**

In order to avoid any issues with your prescription in the first 90 days, please complete a prescription transition of care form, available at the Continuity of Care page of [healthnet.com/canopycare](https://healthnet.com/canopycare). For the full list of medications and medical equipment that require prior authorization, please visit [healthnet.com](https://healthnet.com), or contact us at the number on your member ID card.

## Behavioral Health

If you or a family member are receiving mental health services or substance use disorder treatment (inpatient or outpatient), call 833-996-2567 to find out if you can get COC help.

For more information on your healthcare services, go to [MyCanopyHealth.com](https://MyCanopyHealth.com) or download the MyCanopyHealth app from your favorite app store.



# 5 Learn Where to Get Care<sup>4</sup>

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.<sup>5</sup>

To find a doctor in the CanopyCare HMO network, visit [MyCanopyHealth.com](https://www.mycanopyhealth.com) or use the MyCanopyHealth app.<sup>6</sup>

### Behavioral Health Services

With your Health Net behavioral health benefits you can get access to mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your PCP. For help, call the Mental Health Benefits and Appointments phone number on your member 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 licensed physician through a contracted telehealth services provider 24/7. Ideal when you can't meet with your regular doctor or their office is closed.

For virtual behavioral health visits, contact the Mental Health Benefits and Appointments phone 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 fever<sup>4</sup>
- Call 800-893-5597 (TTY: 711)

### Urgent care centers

Get same-day care for non-emergency illnesses or injuries.<sup>4</sup>

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](https://www.mycanopyhealth.com) or use the MyCanopyHealth app.**



**It's a good idea to schedule a new member appointment with your doctor as soon as you can. This will give both of you the chance to get to know each other.**

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

<sup>5</sup>Self-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.

<sup>6</sup>For the official CanopyCare HMO provider search, please go to [Healthnet.com](https://www.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 Programs

- **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!



## Eat Right Now Program

The Eat Right Program is a new 28-day program with the goal of helping you to rewire your brain so you can develop new eating habits. This could lead to weight loss and help you to maintain your ideal weight, with less stress and effort.

# Programs Just for You

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



## Active&Fit Direct™ program

The Active&Fit Direct program<sup>7</sup> offers standard fitness center memberships to 11,500+ fitness centers nationwide for just \$25 a month (plus a \$25 enrollment fee and applicable taxes)



## myStrength

myStrength is a virtual wellness platform (both web and app based). You get private access to self-help tools, tips and daily inspiration. The programs are designed to help empower you to become and stay mentally and physically healthy. Find programs for stress, anxiety, chronic pain and more.



Visit [healthnet.com/canopycare](https://healthnet.com/canopycare) for the link to join.

<sup>7</sup>Members/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**

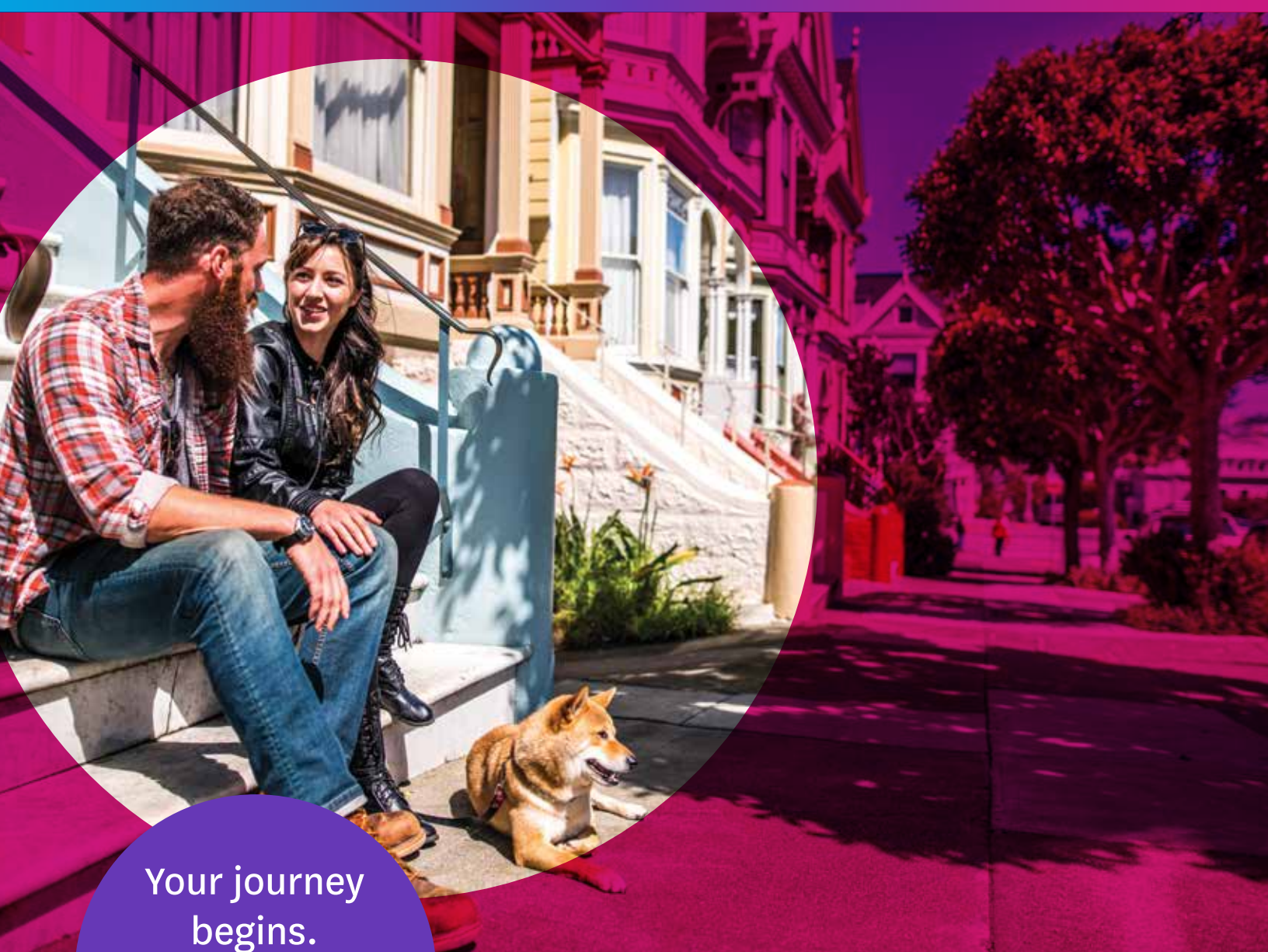
Call the Customer Contact Center at **833-959-2907 (TTY 711)** when you need to:

- **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.

Create your account at

[MyCanopyHealth.com](https://www.MyCanopyHealth.com)

## **Nondiscrimination Notice**

You have access to our wellness programs through current enrollment with Health Net of California, Inc. Our wellness programs 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 programs, including access to any 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. CanopyCare HMO is offered by Health Net of California, Inc. Health Net of California, Inc. is a subsidiary 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.