



# Make a Healthy Start

CANOPYCARE HMO –  
2021 QUICK START GUIDE



Coverage for  
every stage of life™

# Welcome!

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

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Get started using your health coverage:

- 1** Set up your MyCanopyHealth account
- 2** Find doctors and services in your network
- 3** Get your member ID card
- 4** Learn where to get care
- 5** Understand your costs
- 6** Fill your prescriptions
- 7** Know who to contact

# 1 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://mycanopyhealth.com). For first time users, click 'create account' and follow the instructions to register.*

Once your account is set up and your health coverage begins, you can:

- View your primary care provider information.
- Review your health plan and pharmacy benefits.
- Find a doctor, urgent care or hospital in your network.
- Initiate a video visit with an urgent care provider.
- Print or share your digital ID card.
- Request to change your primary care provider.
- Order a new physical ID card.



# 2 Find Doctors and Services in Your Network

*When you need to access care, your plan uses providers from the **Canopy Health network**. These include doctors, specialists and hospitals.*

Any services you get from out-of-network providers are not covered, except for emergency or urgent care and pre-authorized services.



To find providers, visit [mycanopyhealth.com](https://mycanopyhealth.com) and click *Doctors & Services*.

## Your primary care physician (PCP) and physician group

Every member has a doctor who is their primary care physician (PCP or primary doctor). Your PCP helps you stay healthy and takes care of you when you are sick.

If you need to see a specialist or other providers, you must receive a referral from your PCP first. Self-referrals are allowed for obstetrician and gynecological (OB/GYN) services (including reproductive and sexual health care services) within your PCP's medical group. If the OB/GYN is outside of this medical group, you will need a referral from your PCP. No prior authorizations are needed.

You may have picked a physician group and PCP when you enrolled. If you did not, one was assigned to you from the CanopyCare HMO network. The name of your physician group and PCP is listed on your ID card. If you want to change your PCP, log in to your member account at [myCanopyHealth.com](https://myCanopyHealth.com), then go to *Select/Change PCP*.

**Don't forget to have your PCP refer you to specialists and providers within the CanopyCare HMO network.**

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# 3 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, PCP 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 Customer Contact Center at **1-833-959-2907**.

You can also use your digital ID card on the [mycanopyhealth](https://mycanopyhealth.com) app, or print out a copy from [mycanopyhealth.com](https://mycanopyhealth.com).

# 4 Learn Where to Get Care<sup>1</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<sup>2</sup>

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 primary care physician is responsible for directing your care to other providers within the network.

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

### MHN network providers

Get mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your PCP. And, you can check to see if you can get your sessions by phone or video chat.

Find a therapist or psychiatrist at [www.mhn.com/canopycare](https://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.

### 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>2</sup>
- Call 1-800-893-5597 (TTY: 711)

### Urgent care centers

Get same-day care for non-emergency illnesses or injuries.<sup>1</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://mycanopyhealth.com) or use the Canopy Health app.**



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

<sup>1</sup>Go straight to the nearest emergency room or call 911 if you have an emergency.

<sup>2</sup>Self-referrals are allowed for OB/GYN reproductive and sexual health care services within your PCP's medical group. If the OB/GYN is outside of this medical group, 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

# 5 Understand Your Costs

*The Canopy Health Cost Estimator tool lets you to track your health care spending throughout the year.*

The tool helps you monitor how much you're spending and create a sound budget. You can also know your costs upfront and make plans to cover the cost.



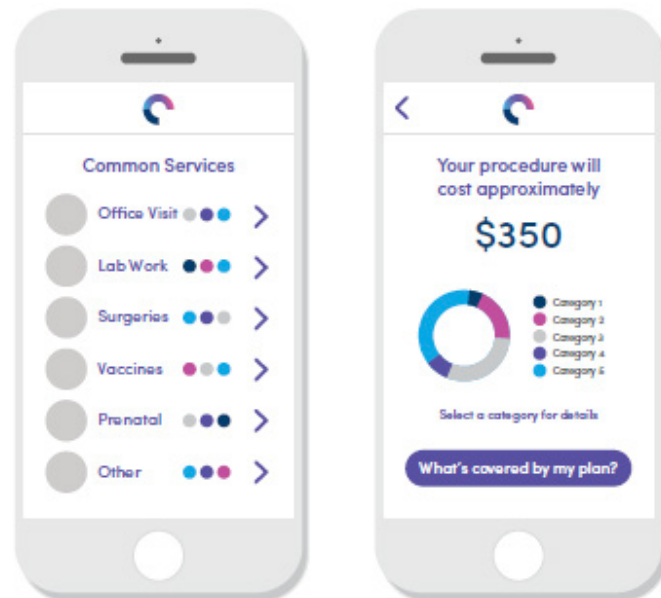
Canopy Health's Cost Estimator tool provides estimates for many common services and procedures performed within our network.

## Easy access

The Cost Estimator tool is available at no extra cost. It's easily accessed through the MyCanopyHealth mobile app. You can also find it on the member portal at [mycanopyhealth.com](http://mycanopyhealth.com).

## One step closer to costs

You can select from a range of common services and learn what they likely cost before you proceed.



# 6 Fill Your Prescriptions



## Pharmacy benefits

Your CanopyCare HMO plan lets you fill your prescriptions at any in-network pharmacy.

### How it works

You can get up to a 90 day supply of your non-injectable maintenance medications, or insulin through the CVS Caremark Mail Service Pharmacy.

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 **1-800-875-0867**. 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.

### 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)**

**Cost savings tip:** Ask for the generic versions of brand-name medications.

# 7 Know Who to Contact

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

## **For all CanopyCare HMO Health Net members**

Call the Customer Contact Center at **1-833-959-2907 (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](https://mycanopyhealth.com)

### **Nondiscrimination Notice**

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