



Member FIRST MI LASTNAME  
Subscriber FIRST M LASTNAME  
Effective Date 01/01/2020  
Group Name From ABS or PEGA  
Group # 234532  
Plan Xxxxxx  
PCP visit     \$XX  
Specialist     \$XX  
Urgent Care   \$XX  
ER             \$XX  
  

Deductibles	In-Network	Out-of-Network
One Member	\$X,XXX	\$X,XXX
Family	\$X,XXX	\$X,XXX

PPO  
Member ID #[XXXXXXXXXXXXX]  
Benefits & Eligibility:  
1-800-861-7214 (TTY: 711)

Call 1-800-861-7214 or visit  
www.healthnet.com  
to locate a participating provider  
For prior authorization services, call  
1-800-977-7282  
Authorization is not a guarantee of  
payment or coverage; member must be eligible  
at the time of service  
  
In case of emergency call 911.

Out of Pocket Max	In-Network	Out-of-Network
One Member	\$X,XXX	\$XX,XXX
Family	\$XX,XXX	\$XX,XXX



www.healthnet.com

Mental Health Benefits and Appointments	1-800-797-7016 (TTY: 711)
24-hour Nurse Advice	1-800-893-5597 (TTY: 711)
24/7 Video Doctor Appointment	www.teladoc.com

Provider Services 1-800-641-7761  
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 & 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

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

Benefits are not insured by Cigna or affiliates



AWAY FROM HOME CARE

### **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.

### **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.