

Health Net of California, Inc. (Health Net)



# Health Net CanopyCare HMO

CANOPYCARE HMO - 2023 MEMBER GUIDE



**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

# Explore What's Included for 2023

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For San Francisco Health Service System  
(SFHSS) Members

- City and County of San Francisco
- City College of San Francisco
- San Francisco Unified School District
- Superior Court of San Francisco

# Get to Know Health Net CanopyCare HMO



An HMO plan that fits the lives of SFHSS members like you, with quality care where you live and work.

Health Net offers you an HMO option with quality care where you live or work. Our alliance with Canopy Health offers you:



**Access to 5,500+ providers**



**Five medical groups<sup>1</sup>**

- Dignity Health Medical Network – Santa Cruz
- John Muir Physician Network – Alameda, Contra Costa and partial Solano
- Hill Physicians Medical Group – East Bay, San Francisco, San Mateo and partial Solano
- Meritage Medical Network – Marin and Sonoma
- Santa Clara County IPA (SCCIPA) – Santa Clara



**29 hospitals**



**70+ urgent care centers**

## More doctors, specialists and hospitals closer to you

Your health plan includes Canopy Health network made up of five well-known medical groups and 29 hospitals<sup>2</sup>:

- AHMC Seton Medical Center
- AHMC Seton Medical Center Coastside
- Alameda Hospital
- Chinese Hospital
- Dignity Health
- Dominican Hospital
- Dignity Health Saint Francis Memorial Hospital
- Dignity Health St. Mary's Medical Center

- Dignity Health Sequoia Hospital
- Good Samaritan Hospital
- Healdsburg Hospital
- Highland Hospital
- John Muir Medical Center – Concord
- John Muir Medical Center – Walnut Creek
- MarinHealth Medical Center
- Petaluma Valley Hospital
- Providence Queen of the Valley Medical Center
- Providence Santa Rosa Memorial Hospital
- Regional Medical Center San Jose
- San Leandro Hospital
- San Ramon Regional Medical Center

- Sonoma Valley Hospital
- UCSF Benioff Children's Hospital at Oakland
- UCSF Benioff Children's Hospital at Mission Bay
- UCSF Medical Center at Mission Bay
- UCSF Medical Center at Parnassus
- UCSF Medical Center at Mount Zion
- Washington Hospital Healthcare System
- Watsonville Community Hospital
- Zuckerberg San Francisco General Hospital and Trauma Center (limited services)

<sup>1</sup> Hospitals in the CanopyCare HMO Network. Members have access care within their chosen medical group.

All in the San Francisco Bay Area. The Canopy Health network includes 9 Bay Area counties: Alameda, Contra Costa, Marin, San Mateo, Santa Clara, Santa Cruz, San Francisco, and portions of Solano and Sonoma.

<sup>1</sup> "Medical Group" means the physician group that your primary care physician belongs to and is responsible for coordination of your care.

<sup>2</sup> Members have access to care at hospitals within their chosen medical group.



# Get Information You Need to Make Choices about Your Health Care.

**\$0 deductibles**

**Fixed copays for most services**

**You and your primary care physician (PCP) determine how to meet your needs**

**No referral needed to see any Canopy Health OB/GYN specialist in your medical group<sup>3</sup>**

**Ease of getting a second opinion**

**The Alliance Referral Program:**

- reduces barriers and simplifies referrals
- allows access to all Canopy Health providers with a PCP referral – not just those in your medical group

**Wellness programs**

**Behavioral health with no referral needed from your PCP**

**MyCanopyHealth App & Portal to help you manage your health care**

- Online scheduling<sup>4</sup>
- Virtual visits
- View your plan benefits & more

<sup>3</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.

<sup>4</sup>Online scheduling available through participating providers.

# Summary of Benefits



## Medical

Benefit description	Your cost
Preventive care office visits, including well-woman exams	\$0
Doctor office visit (medical or behavioral health)	\$25
Specialist office visit	\$25
Telehealth services	Mirrors in-person cost share based on type of services provided
Vision exam for refractive eye exam	\$25
X-ray laboratory procedures	\$0
Prenatal and postnatal office visits	\$0
Hospitalization (medical or behavioral health)	\$200 per admission
Urgent care	\$25
Emergency room	\$100
Chiropractic services (provided by ASH)	\$15/30 visits max
Acupuncture services (provided by ASH)	\$15/30 visits max

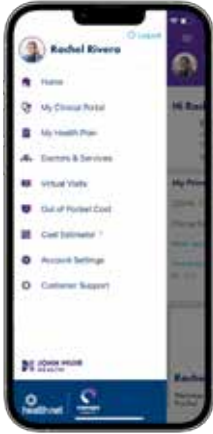


## Prescription drugs

Benefit level	Your cost
Retail (up to a 30-day supply)	
Tier 1 – Generic	\$10
Tier 2 – Brand, preferred	\$25
Tier 3 – Non-formulary	\$50
Tier 4 – Specialty drugs	20% (\$100 maximum copay per prescription)
Mail order (up to a 90-day supply)	
Tier 1 – Generic	\$20
Tier 2 – Brand, preferred	\$50
Tier 3 – Non-formulary	\$100

**Note:** This is a summary, it does not include all covered services, limitations, or exclusions. Please refer to your Evidence of Coverage for all terms and conditions of coverage.

# Setup Your MyCanopyHealth Account



After you receive your Health Net member ID, create your MyCanopyHealth account

1. Visit [MyCanopyHealth.com](https://www.MyCanopyHealth.com) or download app
2. Select “**create account**”

Download the MyCanopyHealth app here:



**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

**Or after your plan is effective:**

- Schedule an appointment with your doctor<sup>5</sup>
- Ask your doctor a question or send a message<sup>5</sup>
- Schedule a telehealth or video visit with your doctor<sup>5</sup>
- Check your visit summary, lab results, medications and more<sup>5</sup>
- Review your health plan and pharmacy benefits
- Have an urgent care virtual visit with a licensed physician after hours or anytime<sup>6</sup>
- Using My Benefits – helpful information and videos on using your health care benefits, accessing behavioral health and pharmacy services

<sup>5</sup> Select participating providers.

<sup>6</sup> Licensed physician through a contracted third-party telehealth services provider.



## Get your member ID card

After you enroll, look for your new ID cards in the mail. All enrolled members get an ID card. Check your card right away to be sure your PCP is right for you. To request to change your PCP, call Health Net Member Services at **833-448-2042** or log in to your MyCanopyHealth account and select Change PCP.

- **Your ID card includes:**
- **Your member ID number**
- **Start date of your coverage**
- **Your medical group, PCP name and contact information**

If you don't have the ID card by your start date, call the Member Services at **833-448-2042**.

You can also access your digital ID card or print a copy of your ID card on the MyCanopyHealth app and portal.



**Don't forget: You will need to present your ID card when you access care**

# 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.

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 group<sup>7</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.

### **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 Ambassadors 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](mailto:Ambassador@CanopyHealth.com)

Phone: **415-712-1020**

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](http://MyCanopyHealth.com), then go to Select/Change PCP. Or you can call Health Net Member Services at **833-448-2042**. You can make this change once a month.

<sup>7</sup>“Medical Group” means the physician group that your primary care physician belongs to and is responsible for coordination of your care.



# Continuity of Care (COC)



When you change health plans during open enrollment, you might get 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/sfhss](http://www.healthnet.com/sfhss) or call **833-448-2042** for the form. 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**



# Learn Where to Get Care

Your plan offers many ways to get the health care you need anytime and anywhere.



## At a doctor's office

Visit your PCP for routine and preventive care. This includes wellness checks every year, vaccines and other care. Your PCP can help direct your care to other providers within the network if needed.

To find a doctor in the CanopyCare HMO network, visit [MyCanopyHealth.com](https://mycanopyhealth.com) or use the MyCanopyHealth app.<sup>8</sup>

## Behavioral Health Services

**Your Health Net behavioral health benefits, administered by MHN Services.**

Get easy access to services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatry

You don't need a referral from your PCP. Find help at [mhn.com/canopycare](https://mhn.com/canopycare) or call the Mental Health Benefits and Appointments number on your ID card.



## At home

### Virtual medical or behavioral health visits

If you prefer, you can virtually see a doctor in your home. Ask if your PCP offers telehealth services. If not, you can use the MyCanopyHealth app and portal to access phone or online video visits with a licensed medical doctor 24/7.

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

### 24/7 Nurse Advice line

Get advice from a registered nurse:

- When to get medical care
- How to take care of a minor injury or illness
- Helping you spot health emergencies
- Help answer questions about medications



## In a clinic

### Urgent care centers

Get same-day care when your doctor is not available. Some urgent care centers offer X-rays and lab tests.

To find an urgent care center in your CanopyCare HMO network, visit [mycanopyhealth.com](https://mycanopyhealth.com) or use the MyCanopyHealth app.



## Chiropractic and Acupuncture

What you need to know:

- You get 30 chiropractic and acupuncture visits (each) per calendar year
- You don't need a referral from your PCP
- To find a provider, visit [American Specialty Health Plans](https://www.americanspecialtyhealthplans.com) (ASH Plans) or call **800-678-9133**.

<sup>8</sup> For the official CanopyCare HMO provider search please go to [healthnet.com](https://healthnet.com)

# Fill Your Prescriptions

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

## How to use your CVS Caremark Mail Service Pharmacy

You can reduce costs if you order up to a 90-day supply of your maintenance medication or insulin. Specialty Drugs, which are self-administered orally, topically, by inhalation, or by injection, are not available in supplies greater than 30-days, and are not available through CVS Caremark Mail Service Pharmacy.

To use the CVS Caremark Mail Service Pharmacy, fill out and send the order form or have your doctor call 800-875-0867. Have the name of the medication and your doctor's contact information handy:

- Name
- Phone number
- Fax number (if available)

**Note:** This program only applies to maintenance medications. 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.



**Tip:** Ask for generic drugs to reduce costs.



# Take Control of Your Health with Coaching, Support and Custom Goals

You can make healthy decisions for yourself and your family, with the help of these tools. Depending on your goals and needs, choose from the following programs:



## RealAge® Program

The RealAge Program is our healthy behavior program targeting the 4 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 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://heathnet.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!

To access these programs, [register or log in to the wellness portal!](#)

# Programs Especially for Members

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



## **Omada® – proactive diabetes prevention**

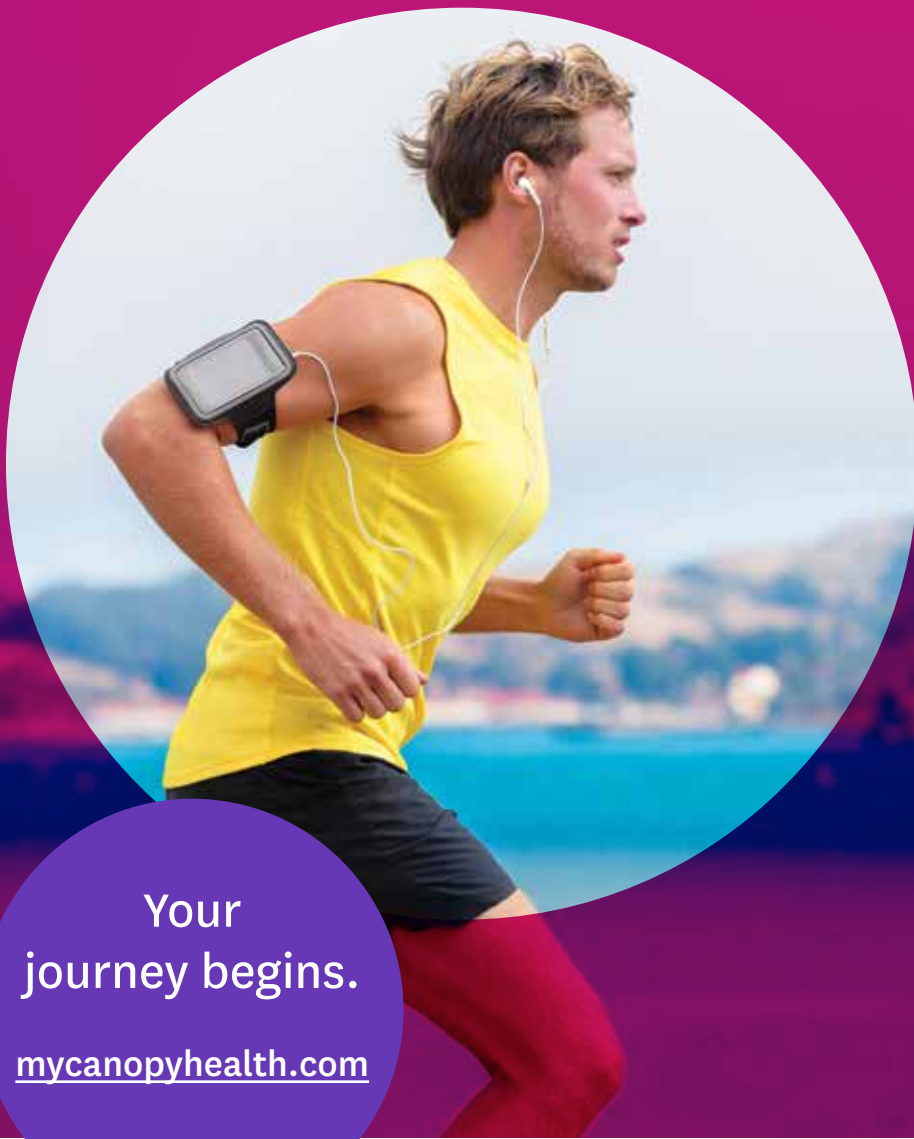
Through Omada, you can work to eat better, move more, stress less, and reduce your risks – one small step at a time. You'll gain access to what you need to help you lose weight and reduce your odds of developing type 2 diabetes and heart disease. Take a one-minute test to find out if you're eligible for the Omada program. Go to [omadahealth.com/healthnet](https://omadahealth.com/healthnet).



## **Welvie®**

Engage with a support program that helps you decide on, prepare for and recover from surgery. [Check it out now!](#)





Your  
journey begins.

[mycanopyhealth.com](https://mycanopyhealth.com)

## For all Health Net CanopyCare HMO members

Call Health Net Member Services at  
833-448-2042 with questions or to  
find resources.

We are here to help you Monday–Friday from  
7:30 a.m. to 5:30 p.m. Pacific Time

### **Nondiscrimination Notice**

CanopyCare HMO is offered by Health Net of California, Inc. (Health Net). MHN Services, LLC (MHN), a subsidiary of Managed Health Network, LLC, administers behavioral health benefits for Health Net. Health Net of California, Inc. is a subsidiary of Health Net, LLC. Health Net is a registered service mark of Health Net, LLC. All rights reserved.

BKT506627EH01w (8/22)