

Health Net of California, Inc. (Health Net)



Health Net CanopyCare HMO

CANOPYCARE HMO – 2024 MEMBER GUIDE



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Explore What's Included for 2024

Whether you're new to CanopyCare HMO or coming back to us for 2024, you'll find this guide a useful tool to help guide your choices.

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

Local medical groups¹

- 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
- Providence Medical Network – Sonoma and Napa



30+ 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 30+ hospitals²:

AHMC Seton Medical Center
AHMC Seton Medical Center Coastsides
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)

The Canopy Health network includes 10 San Francisco Bay Area counties:

Alameda, Contra Costa, Marin, Napa, San Mateo, Santa Clara, Santa Cruz, San Francisco, Sonoma and portions of Solano.

¹“Medical Group” means the physician group that your primary care physician belongs to and is responsible for coordination of your care.

² Members have access to care at hospitals within their chosen medical group.



Highlights of Your CanopyCare HMO Plan

\$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 group³

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

³Self-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.

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.



Get your member ID card

After you enroll, look for your new ID cards in the mail. All new and returning enrolled members will get a member ID card. Check your card right away to be sure your PCP is right for you. To request to change your medical group or your PCP, log into your account at healthnet.com/sfhss, then go to *Change my Primary Care Provider*. Or you can call Health Net Member Services at **833-448-2042**. You can make this change once a month.

- **Your member ID card includes:**

- Your member ID number (Returning members – your member ID number will not change)
- Start date of your coverage
- Your medical group, PCP name and contact information

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



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



Find Doctors and Services in Your Network

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 group⁷

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

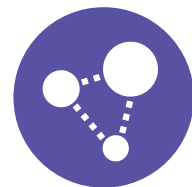
This program simplifies referrals and gives members access to all Canopy Health providers, not just those in their doctor's medical group.

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.



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

⁷"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/sfhss >Enrollment>Transition of Care](https://healthnet.com/sfhss/Enrollment/Transition%20of%20Care)

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/sfhss >Enrollment>Continuity of Care](https://healthnet.com/sfhss/Enrollment/Continuity%20of%20Care) or by calling member services at 833-448-2042. 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/sfhss. For the full list of medications and medical equipment that require prior authorization, please visit 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.



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 our online Find a Provider/ProviderSearch tool at healthnet.com/sfhss.

Behavioral Health Services

Your Health Net behavioral health benefits.

Get easy access to services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatry

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.



At home

Virtual medical or behavioral health visits

You can also enjoy access to Teladoc virtual visits just for being a Health Net member! Through the Teladoc app, you can:

- Book a phone or video appointment 24/7.⁸
- Get expert advice on non-emergent medical conditions.

When your regular doctor isn't available, a Teladoc provider can help with every day, non-emergency conditions like the flu, sinus infections, stomach bugs and more.

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 healthnet.com/sfhss.

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 (ASH Plans) or call **800-678-9133**.



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.

⁸Behavioral health services are available 7 days a week 7:00 a.m. to 9:00 p.m. (Pacific time).

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.



Tip: Ask for generic drugs to reduce costs.

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

Health Net is focused on giving you all the tools you need to live a healthier, more productive life. Our programs can help you make healthy lifestyle choices for you and your family. To access our Wellness programs, visit healthnet.sharecare.com.



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. You'll receive a **\$50 gift card** for taking the test and sharing the results with your primary doctor.



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.

More Programs Especially for You

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



Welvie®

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



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.

For LGBTQ+
resources, visit
healthnet.com/sfhss.



Nondiscrimination Notice

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, gender affirming care, sexual orientation, age, disability, or sex.

HEALTH NET:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Health Net's Customer Contact Center at:

Individual & Family Plan (IFP) Members On Exchange/Covered California 1-888-926-4988 (TTY: 711)

Individual & Family Plan (IFP) Members Off Exchange 1-800-839-2172 (TTY: 711)

Individual & Family Plan (IFP) Applicants 1-877-609-8711 (TTY: 711)

Group Plans through Health Net 1-800-522-0088 (TTY: 711)

If you believe that Health Net has failed to provide these services or discriminated in another way based on one of the characteristics listed above, you can file a grievance by calling Health Net's Customer Contact Center at the number above and telling them you need help filing a grievance. Health Net's Customer Contact Center is available to help you file a grievance. You can also file a grievance by mail, fax or email at:

Health Net of California, Inc./Health Net Life Insurance Company Appeals & Grievances
PO Box 10348, Van Nuys, CA 91410-0348

Fax: 1-877-831-6019

Email: Member.Discrimination.Complaints@healthnet.com (Members) or
Non-Member.Discrimination.Complaints@healthnet.com (Applicants)

If your health problem is urgent, if you already filed a complaint with Health Net of California, Inc. and are not satisfied with the decision or it has been more than 30 days since you filed a complaint with Health Net of California, Inc., you may submit an Independent Medical Review/Complaint Form with the Department of Managed Health Care (DMHC). You may submit a complaint form by calling the DMHC Help Desk at 1-888-466-2219 (TDD: 1-877-688-9891) or online at www.dmhc.ca.gov/FileaComplaint.

If you believe you have been discriminated against because of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or call **1-800-522-0088** (TTY: 711).

Arabic

خدمات اللغة مجانية. يمكنك الحصول على مترجم فوري. ويمكنك الحصول على وثائق مقروءة لك. للحصول على المساعدة، اتصل بنا على الرقم الموجود على بطاقة الهوية، أو اتصل على مركز الاتصال التجاري **1-800-522-0088** (TTY: 711).

Armenian

Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող են կարդալ ձեզ համար: Օգնության համար զանգահարեք մեզ ձեր ID քարտի վրա նշված հեռախոսահամարով կամ զանգահարեք **1-800-522-0088** (TTY: 711).

Chinese

免費語言服務。您可使用口譯員。您可請人使用您的語言將文件內容唸給您聽，並請我們將有您語言版本的部分文件寄給您。如需協助，請致電您會員卡上所列的電話號碼與我們聯絡，或致電 **1-800-522-0088** (TTY: 711)。

Hindi

बनिा लागत की भाषा सेवाएँ। आप एक दुभाषयिा प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दिए गए सूचीबद्ध नंबर पर हमें कॉल करें, या **1-800-522-0088** (TTY: 711)।

Hmong

Kev Pab Txhais Lus Dawb. Koj xav tau neeg txhais lus los tau. Koj xav tau neeg nyeem cov ntaub ntawv kom yog koj hom lus los tau. Xav tau kev pab, hu peb tau rau tus xov tooj ntawm koj daim npav los yog hu **1-800-522-0088** (TTY: 711).

Japanese

無料の言語サービス。通訳をご利用いただけます。文書をお読みします。援助が必要な場合は、IDカードに記載されている番号までお電話いただくか、**1-800-522-0088**、(TTY: 711)。

Khmer

សេវាភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្មនៃក្រុមហ៊ុន **1-800-522-0088** (TTY: 711)។

Korean

무료 언어 서비스. 통역 서비스를 받을 수 있습니다. 귀하가 구사하는 언어로 문서의 낭독 서비스를 받으실 수 있습니다. 도움이 필요하시면 보험 ID 카드에 수록된 번호로 전화하시거나 **1-800-522-0088** (TTY: 711).

Navajo

Saad Bee Áká E'eyeed T'áá Jíík'e. Ata' halne'ígíí hólq. T'áá hó hazaad k'ehjí naaltsoos hach'í' wóltah. Shíká a'doowol nínízingo naaltsoos bee néího'dólzíníí bikáa'gi béesh bee hane'í bikáa' áají' hodíílnih éí doodaii' **1-800-522-0088** (TTY: 711).

Persian (Farsi)

خدمات زبان به طور رایگان. می توانید یک مترجم شفاهی بگیرید. می توانید درخواست کنید که اسناد برای شما قرائت شوند. برای دریافت راهنمایی، با ما به شماره ای که روی کارت شناسایی شما درج شده تماس بگیرید یا با مرکز تماس بازرگانی **1-800-522-0088** (TTY: 711).

Panjabi (Punjabi)

ਬਨਿੰ ਕਸਿ ਲਾਗਤ ਤੇ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-800-522-0088 (TTY: 711)।

Russian

Бесплатная помощь переводчиков. Вы можете получить помощь устного переводчика. Вам могут прочитать документы. За помощью обращайтесь к нам по телефону, приведенному на вашей идентификационной карточке участника плана. Кроме того, вы можете позвонить в 1-800-522-0088 (TTY: 711).

Spanish

Servicios de idiomas sin costo. Puede solicitar un intérprete. Puede obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o comuníquese con el 1-800-522-0088 (TTY: 711).

Tagalog

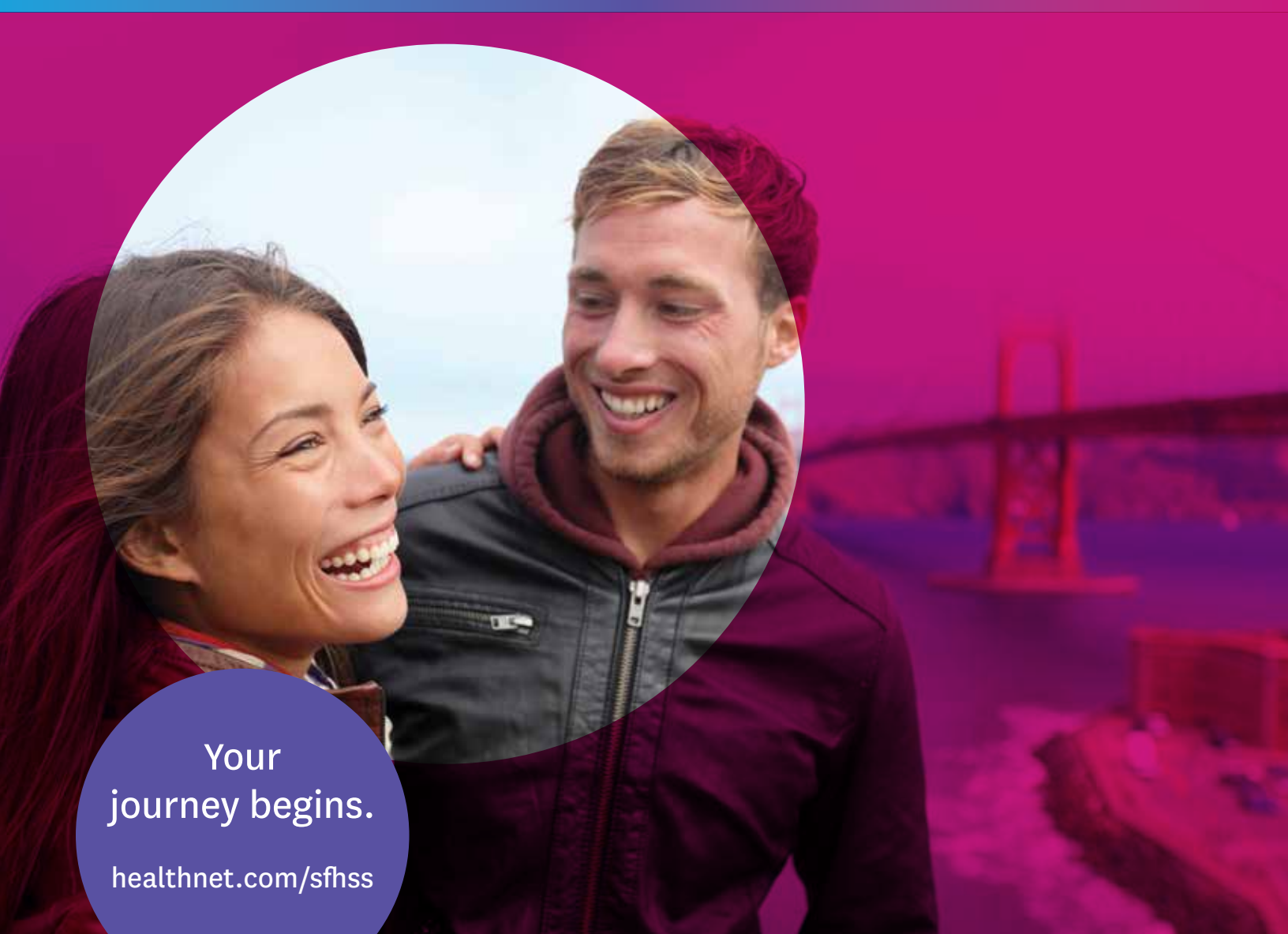
Walang Bayad na Mga Serbisyo sa Wika. Makakakuha kayo ng isang interpreter. Makakakuha kayo ng mga dokumento na babasahin sa inyo. Para sa tulong, tawagan kami sa nakalistang numero sa inyong ID card o tawagan ang 1-800-522-0088 (TTY: 711).

Thai

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตาม หมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-800-522-0088 (TTY: 711)

Vietnamese

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có một phiên dịch viên. Quý vị có thể yêu cầu được đọc cho nghe tài liệu. Để nhận trợ giúp, hãy gọi cho chúng tôi theo số được liệt kê trên thẻ ID của quý vị hoặc gọi 1-800-522-0088 (TTY: 711).

A photograph of a young man and woman smiling and looking at each other. They are wearing jackets, suggesting a cool environment. In the background, a large suspension bridge is visible over water. The entire image is overlaid with a semi-transparent purple/magenta tint. A circular cutout shows the couple more clearly.

Your
journey begins.

healthnet.com/sfhss

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

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). 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.