

# Health Net’s Wellness and Value-Added Programs

## SUPPORT FOR THE WAY YOU LIVE

Health Net is focused on giving members the tools needed to help live a healthier, more productive life. Our valuable programs help empower members to make healthy lifestyle choices.

Care access	
<b>Alternative Care</b>	Health Net offers robust Alternative Care Benefits, which includes massage, chiropractic, acupuncture, and naturopathic benefits with generous maximum visit limits through American Specialty Health. Although members are welcome to consult their PCP, they do not need a referral to see a participating provider. With this program, members are free to obtain care by self-referring to a participating provider. <a href="#">Learn more.</a>
<b>Behavioral Health</b>	Behavioral health benefits provide for treatment of mental health and substance use disorders. Out-of-state behavioral health benefits are available to PPO plan members through the First Health network of providers. <a href="#">Learn more about behavioral health benefits (PDF).</a>
<b>Nurse Advice Line</b>	Receive timely access to registered nurses for help with everyday health questions – 24/7. Members can get help with a number of health issues. These include how to care for minor injuries and illnesses, helping to spot health emergencies and help answering questions about medications. Members can call the Nurse Advice Line at <b>800-893-5597</b> .
<b>Teladoc Health</b>	Teladoc <sup>1</sup> Health provides supplemental telehealth services for members who can’t see their regular doctor. By scheduling a visit with one of Teladoc Health’s U.S. board-certified and licensed medical doctors, members can be diagnosed, treated and prescribed medication if necessary. Teladoc Health is available for non-emergency conditions like the flu, allergies, infections, and much more. Members also have access to therapists and psychiatrists by phone or video through Teladoc Health. Visit <a href="http://teladochealth.com">teladochealth.com</a> for more information.
Wellness and Value-added programs	
<b>Craving to Quit<sup>®</sup> program</b>	The innovative 21-day smoking and vaping cessation program covers most types of tobacco, lets members talk with a quit coach for encouragement and support and offers a personalized plan to quit. <a href="#">Learn more about the Craving to Quit program (PDF).</a>
<b>Eat Right Now Program</b>	An evidence-based program that combines neuroscience and mindfulness tools to help members identify eating triggers and ride out cravings to change their eating patterns for good. With help from videos and exercises, members will learn to listen to their body’s hunger signals so they can differentiate between real hunger and emotional cravings. This progressive 28- day program lets members reshape how they eat in about 10 minutes a day. <a href="#">Learn more about Eat Right Now Program (PDF).</a>
<b>Health Coaching program</b>	<p><b>Health Coaching Program (telephonic):</b> With one-on-one support, members and a Health Coach find what motivates the member and address the specific health behaviors that affect short-term health risks and long-term goals. Members can call <b>855-430-5277</b> to schedule a Health Coaching call.</p> <p><b>Health Coaching Program (digital):</b> Consists of multiple lessons related to stress, smoking cessation, exercise, weight, gaps in care and more! <a href="#">Learn more about the Health Coaching program (PDF).</a></p>

(continued)

## Wellness and Value-added programs (continued)

<b>Healthy Discounts</b>	Get healthy and stay healthy with healthy discounts. <a href="#">Learn more about discounts available to Health Net members (PDF)</a> .
<b>RealAge® Program</b>	The RealAge® Program is our healthy behavior program targeting the 4 highest lifestyle risks – Stress, Sleep, Nutrition, and Activity. <a href="#">Learn more about the RealAge Program (PDF)</a> .
<b>RealAge® Test</b>	The RealAge Test provides members with a personalized report of behavioral and medical health risks. Immediately after taking the online RealAge Test, members will receive a personalized action plan. <a href="#">Learn more about the RealAge Test (PDF)</a> .
<b>Teladoc Mental Health (Digital Program)</b>	Teladoc Mental Health (Digital) is an online program offering tools and support for stress, depression, sleep, and more—all customized to meet individual needs. The program provides a personalized plan with suggested activities and content. Users can access resources tailored to their requirements, including tools to help them calm down, change their thinking, get inspired, and feel more hopeful. Teladoc Mental Health (Digital) can be accessed by visiting <a href="https://teladochealth.com/peace">Teladochealth.com/peace</a> .
<b>Unwinding Program</b>	Unwinding is an evidence-based digital program that uses mindfulness to help members build resilience. Members will be able to use it throughout the day whenever they find themselves feeling stressed to get a quick dose of calm when they need it. Through breathing exercises, meditations, sleep support, visual relaxation and more, they'll get help to start living a less-stressed life. <a href="#">Learn more about Unwinding Program (PDF)</a> .
<b>More programs – Just for members!</b>	
<b>Active&amp;Fit Direct™ program</b>	The Active&Fit Direct program <sup>2</sup> offers access to 12,200+ standard fitness centers across the country for just \$28 a month (plus \$28 enrollment fee and taxes). <a href="#">Learn more about Active&amp;Fit (PDF)</a> .
<b>Find Help</b>	Free online directory of social service organizations personalized by zip code. <a href="#">Find Help</a> connects people with free or reduced cost services, which include medical care, food, or job training.

For more information, visit [www.healthnetoregon.com](http://www.healthnetoregon.com).

<sup>1</sup>\$0 copay per visit, deductible waived except on HDHP plans. Members should refer to their Plan Contract or Schedule for benefit details.

<sup>2</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.

**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 the Customer Contact Center at the number on your ID card or call 1-888-802-7001 (TTY: 711).

**Amharic**

ለቋንቋ አገልግሎት ምንም ክፍያ የለውም። አስተርጓሚ ማግኘት ይችላሉ። የተሰጠዎትን እና የተወሰኑ በቋንቋዎ የተላኩልዎትን ሰነዶች ማግኘት ይችላሉ። ለእርዳታ፣ ለደንበኞች ግንኙነት ማዕከል በምሳሌ ካርድዎ ላይ ያለውን ቁጥር ይደውሉ ወይም በ 1-888-802-7001 (TTY: 711) ይደውሉ።

**Arabic**

الخدمات اللغوية المجانية. يمكنك الاستعانة بمترجم فوري، كما يمكنك طلب قراءة المستندات عليك وإرسال بعض منها إليك بلغتك. للحصول على المساعدة، يمكنك الاتصال بمركز اتصالات العملاء على الرقم الموجود على بطاقة معرف العضوية الخاصة بك أو الاتصال على 1-888-802-7001 (TTY: 711).

**Chinese**

免費語言服務。您可以取得口譯服務。我們可以把文件朗讀給您聽，也可以把部分翻譯成您語言的文件寄送給您。如需協助，請撥打會員卡上的電話號碼聯絡客戶聯絡中心，或撥打電話 1-888-802-7001 (聽障專線 (TTY) : 711)。

**Cushite (Oromo)**

Tajaajila afaaniif kaffaltii hin qabu. Turjubaana argachuu ni dandeessu. Sanadii isiniif dubbifamee fi afaan keessaniin muraasaan isniif ergame argachuu ni dandeessu. Gargaarsaaf, Wiirtuu Qunnamtii Maamilaa tiif lakkoofsicha kaardii enyummaa keessan irra jirutti bilbilaa ykn 1-888-802-7001 (TTY: 711) itti bilbilaa.

**German**

Es stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Sie können einen Dolmetscher hinzuziehen. Die Dokumente können Ihnen vorgelesen werden und einige sind in Ihrer Muttersprache erhältlich. Für Unterstützung rufen Sie bitte unser Kundendienstzentrum unter der auf Ihrer Versicherungskarte angegebenen Nummer oder unter der Rufnummer 1-888-802-7001 (TTY: 711) an.

**Japanese**

無料の言語支援サービス。通訳をご利用いただけます。日本語で文書を読み上げたり、文書によっては日本語版をお届けすることも可能です。支援をご希望の方は、IDカードに記載の番号にてカスタマーコンタクトセンターまでお電話いただくか、1-888-802-7001 (TTY: 711)までお電話ください。

**Korean**

무료 언어 서비스. 귀하는 통역사를 이용하실 수 있습니다. 귀하에게 편한 언어로 서류 낭독 서비스 및 번역 서비스를 받으실 수 있습니다. 도움이 받으시려면 본인의 ID 카드에 기재된 고객 서비스 센터 안내번호 또는 1-888-802-7001 (TTY: 711)번으로 전화해주세요.

**Cambodian (Khmer)**

សេវាកម្មភាសាខ្មែរឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែបាន។ អ្នកអាចឲ្យគេអានឯកសារជូនអ្នក និងផ្ញើឯកសារខ្លះជូនអ្នក ជាភាសាសំខ្មែរ។ សំរាប់ជំនួយ ទូរស័ព្ទទៅមជ្ឈមណ្ឌលទំនាក់ទំនងអតិថិជន តាមលេខនៅលើកាត D របស់អ្នក ឬហៅលេខ 1-888-802-7001 (TTY: 711)។

**Laotian**

ການບໍລິການດ້ານພາສາທີ່ບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍນາຍແປພາສາ. ທ່ານສາມາດອ່ານເອກະສານ ແລະ ຈຳນວນໜຶ່ງໄດ້ຮັ່ງໃຫ້ທ່ານເປັນພາສາຂອງທ່ານແນ່ນອນ. ເພື່ອຂໍຄວາມ

ຊ່ວຍເຫຼືອ, ໂທຫາສູນຕິດຕໍ່ລູກຄ້າໄດ້ທີ່ເລກໜາຍຢູ່ເທິງບັດ ID ຂອງທ່ານ ຫຼື ໂທ 1-888-802-7001 (TTY: 711).

**Punjabi**

ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਲਈ ਕੋਈ ਲਾਗਤ ਨਹੀਂ। ਤੁਸੀਂ ਦੁਆਰੀਆ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਤੁਹਾਨੂੰ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਕੁਝ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਭੇਜੇ ਗਏ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ID ਕਾਰਡ 'ਤੇ ਗਾਹਕ ਸੰਪਰਕ ਕੇਂਦਰ ਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ 1-888-802-7001 (TTY: 711)।

**Russian**

Бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика. Вам могут прочесть документы на русском языке и выслать переводы некоторых из них. Если вам требуется помощь, звоните в Центр обслуживания клиентов по номеру, указанному на вашей идентификационной карте, или по номеру 1-888-802-7001 (линия TTY: 711).

**Spanish**

Servicios de Idiomas Sin Costo. Usted puede solicitar un intérprete. Puede solicitar que se le lean los documentos y que algunos de ellos se le envíen en su idioma. Para obtener ayuda, llame al Centro de Comunicación con el Cliente al número que se encuentra en su tarjeta de identificación o llame al 1-888-802-7001 (TTY: 711).

**Tagalog**

Mga Walang Bayad na Serbisyo sa Wika. Maaari kayong kumuha ng tagasaling-wika (interpreter). Maaaring basahin sa inyo ang mga dokumento at ipadala sa inyo ang ilan nang nakasalin sa inyong wika. Para sa tulong, tumawag sa Customer Contact Center sa numero sa inyong ID card o tumawag sa 1-888-802-7001 (TTY: 711).

**Ukrainian**

Безкоштовні послуги перекладу. Ви можете скористатися послугами перекладача. Вам можуть прочитати документи на українській мові та надіслати переклади деяких із них. Якщо вам потрібна допомога, телефонуйте у Центр обслуговування клієнтів за номером, вказаним на вашій ідентифікаційній карті, або за номером 1-888-802-7001 (лінія TTY: 711).

**Vietnamese**

Dịch vụ ngôn ngữ miễn phí. Quý vị có thể yêu cầu phiên dịch viên. Quý vị có thể yêu cầu đọc các tài liệu và gửi một số tài liệu cho quý vị bằng ngôn ngữ của quý vị. Để được trợ giúp, hãy gọi đến Trung tâm Liên lạc Hội viên theo số điện thoại trên thẻ nhận dạng của quý vị hoặc gọi đến số 1-888-802-7001 (TTY: 711).