

Health Net Health Plan of Oregon, Inc. (Health Net)



Balance Your Health with Health Net

A GUIDE FOR MEMBERS LIKE YOU



[HealthNetOregon.com](https://www.healthnetoregon.com)



Improve Your Health

When you have healthy habits, you can defend against chronic conditions.

Health Net has a set of programs designed to engage you with customized tools to help you stay on track and reach your health goals.

Get ready to make sustainable changes!



Health & Wellness online

You can access most Health & Wellness programs and services 24/7.

Your bridge to action

Health Net connects you with resources to help you improve your health. Our programs include:

Online RealAge Programs

RealAge has interactive tools to address and work to improve your risk factors, such as stress, sleep, nutrition and exercise. The RealAge Programs present achievable goals and encourage you to take small action steps. These steps help to establish tiny habits, which then help to build confidence and lead to goal achievement. Lessons direct your focus toward changes to your lifestyle and offer you the tools and support to make lasting change.

RealAge Test (health assessment) and Personal Health Profile

It is important to maintain and improve your health. That's why we offer tools like our RealAge Test and Personal Health Profile. Connect with insight about your mental and medical health. And, get an action plan based on your unique health needs. You'll also get suggestions to help you better manage your health and set good habits. Plus, opt-in to get email updates and program information.

Wellness Rewards Program

Each Health Net plan includes an Incentive Program that rewards healthy habits. Members can earn up to \$100 in gift card rewards for taking the online RealAge test and completing additional online programs.¹

You can access the RealAge Health Assessment online when you log into the Member Wellness Center or by going directly to healthnetoregon.sharecare.com.



Healthy Lifestyle

¹Complete the Eat Right Now; Craving to Quit tobacco cessation program; and/or participate in health challenges.



Online wellness

Improve your health and wellness on your own terms. We have a wide range of online content that features topics such as:

- Fitness
- Eating better
- How to manage stress
- How to quit smoking for good

Our online wellness resources have features like:

- Articles
- Videos
- Health trackers
- Health challenges and more

Health Coaching

With one-on-one support, you and your Coach discuss what to expect when as you make lifestyle changes. You can explore why you want to improve your health. You can address specific health behaviors that affect short-term health risks and long-term goals, too.

Digital coaching programs (Lessons)

These programs can help with stress, tobacco cessation, exercise, weight, gaps in care and more! Work at your own pace. It can take 14–21 days to complete, your timing will vary based on which program you choose.

Eat Right Now Program

Eat Right Now is a new 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.

Through video, audio, and animated lessons, clinically validated exercises and on-demand tools, members learn how to identify, work with, and eliminate their eating trigger.

Tobacco cessation

The Craving to Quit program covers most types of tobacco, lets you talk with a personal coach for encouragement and support and offers a tailored plan to quit. The 21-day program teaches awareness of cravings and habits to help you stop, whether you smoke, vape or dip.



We offer a dedicated tobacco cessation website with helpful information, a chat function and learning modules.

Nurse Advice Line

Reach out to a registered nurse – 24 hours a day – and get instant support. Connect via phone or by using the online chat system to ask questions in real time. Get answers to questions about:

- Cold and flu symptoms
- Minor illness and injury
- Minor burns
- Bug bites and stings
- Chronic pain
- Medical tests and medications

Progress trackers

Stay up-to-date on important lifestyle habits using online tracking tools. Our progress trackers are available to help you monitor:

- Blood pressure
- HbA1c (blood glucose)
- Exercise
- Stress and more

Access your wellness resources

You will find a lot of information to get you started. Begin with these two steps:

1. Log in to **Healthnetoregon.com**
2. Select *Wellness Center* under the Member tab

Healthy discounts

Enjoy discounts on many types of health services, programs and tools. These include:

- Weight loss
- Fitness clubs
- Eye care
- Hearing aids and screenings
- Vitamins, minerals and more



Nondiscrimination Notice

Health Net Health Plan of Oregon, Inc., “Health Net” 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, 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 1-888-802-7001 (TTY: 711).

If you believe that Health Net has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance. Health Net’s Customer Contact Center is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.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 <https://www.hhs.gov/ocr/complaints/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 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 ይቻላል። የተነበበልዎትን እና የተወሰኑ በቋንቋ የተላኩልዎትን ሰነዶች መግኘት ይቻላል። ለእርዳታ፣ ለደንበኞች ግንኙነት ማዕከል በመታወቂያ ከርድዎ 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 isiniif 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 전화해 주십시오.

Cambodian (Khmer)

សេវាកម្មភាសាខ្មែរឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែបាន។ អ្នកអាចឱ្យគេអានឯកសារជូនអ្នក និងផ្ញើឯកសារខ្លះជូនអ្នក ជាភាសាប្រើប្រាស់របស់អ្នក។ សំរាប់ជំនួយ ទូរស័ព្ទទៅមជ្ឈមណ្ឌលទំនាក់ទំនងអភិវឌ្ឍន៍ តាមលេខទូរស័ព្ទ 1-888-802-7001 (TTY: 711)។

Laotian

ການບໍລິການດ້ານພາສາທີ່ບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍນາຍແປພາສາ. ທ່ານສາມາດອ່ານເອກະສານ ແລະ ຈຳນວນໜຶ່ງໄດ້ໜຶ່ງໃຫ້ທ່ານເປັນພາສາຂອງທ່ານແລ້ວ. ເພື່ອຂໍຄວາມ ຊ່ວຍເຫຼືອ, ໃຫ້ຫາສູນຕິດຕໍ່ລູກຄ້າໄດ້ທີ່ເວກໝາຍຢູ່ເທິງບັດ 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 tagasalang-wika (interpreter). Maaaring basahin sa inyo ang mga dokumento at ipadala sa inyo ang ilan nang nakasalín 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).

More information

You can find details about our Health & Wellness programs and services on our website. Sign up, or go to:

1. [www.healthnetoregon](http://www.healthnetoregon.com)

2. Select *Wellness Center* under Member tab

Or, you can call the phone number on your ID card.