

SUMMARY OF BENEFITS

Small Business Group

PPO HSA 4500 Value • Insurance Plan 9G8



Health Net[®]
A Better Decision

DELIVERING CHOICES

When you need health care, it's nice to have options. That's why Health Net Life* offers a Preferred Provider Organization (PPO) insurance plan (called "Health Net PPO") — an insurance plan that offers you flexibility and choice. This SB answers basic questions about Health Net PPO. Please contact the Member Services Department at the telephone number listed on the back cover and talk to one of our friendly, knowledgeable representatives if you have additional questions.

If you have further questions, contact us:



By phone at 1-800-361-3366,



Or write to: Health Net Life Insurance Company

P.O. Box 10348

Van Nuys, CA 91410-0348

**This insurance plan is underwritten by Health Net Life Insurance Company and administered by Health Net of California, Inc. (Health Net).*

This *Summary of benefits* (SB) is only a summary of your health insurance plan. Your *Certificate of Insurance* (*Certificate*), which you will receive after you enroll, contains the exact terms and conditions of your Health Net Life coverage. You have the right to view the *Certificate* prior to enrollment. To obtain a copy of the *Certificate* contact Member Services at 1-800-361-3366. You should also consult the *Health Net PPO Group Insurance Policy* (*Policy*) (issued to your employer) to determine governing contractual provisions. It is important for you to carefully read this SB and your *Certificate* thoroughly once received, especially those sections that apply to those with special health care needs. This SB includes a matrix of benefits in the section titled "Schedule of benefits and coverage." In case of conflict, the *Certificate* will control. State mandated benefits may apply depending upon your state of residence.

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How the insurance plan works

Please read the following information so you will know from whom or what group of providers health care may be obtained.

SELECTION OF PHYSICIANS

This insurance plan allows you to:

- Choose your own doctors and hospitals for all your health care needs; and
- Take advantage of significant cost savings when you use doctors contracted with our PPO.

Like most PPO insurance plans, Health Net PPO offers two different ways to access care:

- In-network, meaning you choose a doctor (or hospital) contracted with our PPO.
- Out-of-network, meaning you choose a doctor (or hospital) not contracted with our PPO.

Your choice of doctors and hospitals may determine which services will be covered, as well as how much you will pay. In many instances, certification is required for full benefits (see "Schedule of benefits and coverage" section of this brochure). Preferred providers are listed on the HNL website at www.healthnet.com or you can contact the Member Services Department at the telephone number listed on the back cover to obtain a copy of the Preferred Provider Directory.

WHEN YOU USE AN OUT-OF-NETWORK PROVIDER, BENEFITS ARE SUBSTANTIALLY REDUCED AND YOU WILL INCUR A SIGNIFICANTLY HIGHER OUT-OF-POCKET EXPENSE. TO MAXIMIZE THE BENEFITS RECEIVED UNDER THIS HEALTH NET PPO INSURANCE PLAN, YOU MUST USE PREFERRED PROVIDERS.

HOW TO ENROLL

Complete the enrollment form found in the enrollment packet and return the form to your employer. If a form is not included, your employer may require you to use an electronic enrollment form or an interactive voice response enrollment system. Please contact your employer for more information

Some hospitals and other providers do not provide one or more of the following services that may be covered under your *Certificate* and that you or your dependents might need:

- Family planning;
- Contraceptive services; including emergency contraception;
- Sterilization, including tubal ligation at the time of labor;
- Infertility treatments; or
- Abortion.

You should obtain more information before you enroll. Call your prospective doctor, participating or preferred provider or clinic, or call the Member Services Department at the telephone number listed on the back cover to ensure that you can obtain the health care services that you need.

Schedule of benefits and coverage

The services covered and amount you pay depend upon the doctor or hospital you choose when you need health care. The following charts summarize what is covered and what you pay with Health Net Life PPO.

Principal benefits and coverage matrix

Benefit levels	PPO	OON (out-of network)
<i>Features</i>	<p>(Preferred providers) Care provided by doctors and hospitals contracted with our PPO</p> <ul style="list-style-type: none"> • Lower out-of-pocket costs • Great freedom of choice • Certification from Health Net Life required for certain services • Claim forms usually not required for reimbursement • Must meet annual deductible (and coinsurance, if applicable to this insurance plan) • Coverage for preventive care services available 	<p>(All other providers) Care provided by licensed doctors and hospitals not contracted with our PPO</p> <ul style="list-style-type: none"> • Higher out-of-pocket costs • Greatest freedom of choice • Certification from Health Net Life required for certain services • Claim forms required for reimbursement • Must meet annual deductible and coinsurance

^V ^T For the PPO level of benefits, the percentages that appear in this chart are based on contracted rates with providers. See the “Payment of premiums and charges” section, under “Contracted Rate” for additional details.

For the Out-of-Network level of benefits, the percentages that appear in this chart are based on the Resource Based Relative Value Schedule (RBRVS). The covered person is responsible for charges in excess of RBRVS fees in addition to the coinsurance shown.

Calendar year deductible

The medical and the prescription drug benefits are subject to the calendar year deductible (unless otherwise noted). Your payment of the medical and prescription drug covered expenses (combined for PPO and Out-of-Network) will be applied to the calendar year deductible.

Any amount applied toward the deductible for covered services provided by a PPO provider will apply toward the OON deductible; any amount applied toward the deductible for covered services provided by an OON provider will apply to the PPO deductible.

Employee-only coverage (no dependent enrollment) \$4500 \$4500

Family coverage (the enrolled employee and dependent(s) must collectively pay this amount before HNL begins to pay) \$9000..... \$9000

Additional deductibles

Outpatient surgery deductible (per calendar year)..... \$250..... \$250

Inpatient deductible (applies each calendar year to the first hospital or skilled nursing facility admission; deductible continues to apply after the OOPM has been satisfied)♦ \$500..... \$500

Infertility Deductible, per covered person, during a calendar year[Ⓐ] \$500..... \$500

Ambulance deductible..... \$50..... \$50

Emergency room deductible (waived if admitted to a hospital) \$100..... \$100

Urgent care center deductible (waived if admitted to a hospital) \$50..... \$50

[Ⓐ] Combined for PPO and Out-of-Network.

♦ Does not apply to detoxification and non-severe Mental Disorders or Chemical Dependency

Insurance Plan maximums	PPO	OON (out-of network)
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Yearly Out-of-pocket maximum (OOPM)



Once your payment of deductibles, copayments -and coinsurance (combined for PPO and Out-of-Network) for the medical and prescription drug benefits equals the amount shown below in any one calendar year, no further copayment, coinsurance or additional deductibles for covered services, supplies or prescription drugs are required for the remainder of that year. Payments for services not covered by this insurance plan or for certain services as specified in the "Payment of premiums and charges" section of this SB, will not be applied to this yearly out-of-pocket maximum. You will need to continue making payments for any additional benefits as described in the "Additional insurance plan benefit information" section of this SB.

Employee-only coverage (no dependent enrollment)..... \$5950..... \$10000

Family coverage (the enrolled employee and dependent(s) must collectively pay this amount to meet the OOPM) \$11900..... \$20000

Lifetime maximum

Benefits for covered expenses incurred by you (combined for PPO and Out-of-Network) are limited to a maximum amount, shown below, during your lifetime.

For each covered person..... \$5000000 \$5000000

Type of services, benefit maximums & what you pay

Professional services	PPO	OON
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Visit to physician	\$40	50%
Specialist consultations	\$40	50%
Prenatal and postnatal office visits	50%	50%
Normal delivery, cesarean section, newborn inpatient professional care*	50%	50%
Treatment of complications of pregnancy, including medically necessary abor- tions*	50%	50%
Physician visit to hospital or skilled nursing facility	50%	50%
Surgeon or assistant surgeon services [▲] , *	50%	50%
Administration of anesthetics	50%	50%
Rehabilitative therapy (including physical, speech, occupational, cardiac rehabilita- tion and pulmonary rehabilitation therapy)	50%	50%
<i>Maximum visits per calendar year</i> [Ⓐ] , [Ⓚ]	12	12
Organ and stem cell transplants (nonex- perimental and noninvestigational) *	50%	50%
Chemotherapy	50%	50%
Radiation therapy	50%	50%

[Ⓐ] Combined for PPO and Out-of-Network.

* These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

[▲] Surgery includes surgical reconstruction of a breast incident to mastectomy, including surgery to restore symmetry; also includes prosthesis and treatment of physical complications at all stages of mastectomy, including lymphedema.

[Ⓚ] Additional visits are payable if precertified as medically necessary following neurological and orthopedic surgery, cerebral cardiovascular accident, third degree burns, head trauma or spinal cord injuries.

Allergy treatment and other injections (except for infertility injection)	PPO	OON
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Allergy testing	\$40	50%
Allergy serum	50%	50%
Allergy injection services.....	\$40	50%
All other injections (except for infertility injection) Injectable drugs administered by a physician.....	\$40	50%

Note:

Certain injectable drugs which are considered self-administered are covered on the Specialty Drug tier under the pharmacy benefit. Specialty Drugs are not covered under the medical benefits even if they are administered in a Physician's office. If You need to have the provider administer the Specialty Drug, You will need to obtain the Specialty Drug through the Specialty Pharmacy Vendor and bring it with You to the provider office. Alternatively, You can coordinate delivery of the Specialty Drug directly to the provider office through the Specialty Pharmacy Vendor.

Outpatient services	PPO	OON
Outpatient facility services (other than surgery) *	50%	50%
Maximum allowable by HNL each day	No maximum	50% of billed charges
Outpatient surgery (hospital or outpatient surgery center charges only) *	50%	50%
Maximum allowable by HNL each day	No maximum	50% of billed charges

* These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

Hospital services	PPO	OON
Semi-private hospital room or intensive care unit with ancillary services, including delivery and maternity care (unlimited days) *	50%	50%
Maximum allowable by HNL each day	No maximum	\$600
Hospitalization for infertility services* •	50%	50%
Skilled nursing facility stay*	50%	50%
Maximum days per calendar year ^a	60	60
Maximum allowable by HNL each day	No maximum	\$250

* These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

• All services and supplies relating to infertility treatment are subject to \$2000 lifetime benefit maximum.

^a Combined for PPO and Out-of-Network.

Radiological services	PPO	OON
Laboratory procedures and diagnostic imaging (including x-ray)	50%	50%



These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

Preventive Care

PPO

OON

Adult preventive care

(The following benefits are not subject to the calendar year deductible.)

Periodic health evaluations, including well-woman exam and annual preventive physical examinations (age 17 and older) [□]	\$40	Not covered
Annual routine physical exam (age 17 and older)	\$40	Not covered
Calendar year maximum	\$250	Not applicable

Child preventive care

(The following benefits are not subject to the calendar year deductible.)

Periodic health evaluations, including newborn, well-baby care, annual preventive physical examinations and immunizations (birth through age 16) [ⓐ]	\$40	Not covered
Vision screenings and examinations (birth through age 16).....	\$40	Not covered
Hearing screenings and examinations (birth through age 16).....	\$40	Not covered

[□] *Provided on the basis of age, medical need and health status. Adult preventive care includes: Mammography, cervical cancer screening test/pelvic and breast exams, and sigmoidoscopy (refer to the Certificate for frequency and guidelines).*

[ⓐ] *Limited to evaluation and management of child's physical development for prevention of future medical problems, laboratory tests, x-rays and standard immunizations.*

Emergency health coverage

PPO

OON

Emergency room and urgent care center (professional services, in an emergency).....	\$40	\$40
Emergency room and urgent care center (facility and professional services, in an emergency)	50%	50%
Emergency room and urgent care center (facility and professional services, in a non-emergency)	50%	50%



The coinsurance shown for PPO emergency health care services will be applied for all emergency care, regardless of whether or not the health care provider is a PPO or noncontracting provider. The coinsurance shown for PPO and Out-of-Network providers are applicable only if non-emergency care is provided at an emergency room or urgent care center.

Ambulance services	PPO	OON
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Ground ambulance	50%	50%
Air ambulance*	50%	50%

* These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

Outpatient prescription drug plan

Prescription drugs	Participating pharmacy	Nonparticipating pharmacy
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^V ^T The prescription drug benefit is subject to the calendar year deductible and the OOPM as described at the beginning of this section. Please also refer to the "Prescription drug program" section of this SB for definitions, benefits and limitations. Copayments for supplemental benefits do not apply to the out-of-pocket maximum.

Retail pharmacy (up to a 30-day supply)

Level I drugs listed on the Recommended Drug List (primarily generic)	\$15	50%
Level II drugs listed on the Recommended Drug List (primarily brand name) and diabetic supplies (including insulin) ♦	\$30	50%
Level III drugs listed on the Recommended Drug List (or drugs not listed on the Recommended Drug List) ♦	\$50	50%
Contraceptive devices (including diaphragms and cervical caps)	\$30	50%

Specialty Pharmacy Vendor


Specialty Drugs when listed in the Recommended Drug List.....	30%	Not Covered
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Mail-order program (up to a 90-day supply of maintenance drugs)

Level I drugs listed on the Recommended Drug List (primarily generic)	\$30	Not Covered
Level II drugs listed on the Recommended Drug List (primarily brand name) and diabetic supplies (including insulin) ♦	\$60	Not Covered
Level III drugs listed on the Recommended Drug List (or drugs not listed on the Recommended Drug List) ♦	\$100	Not Covered

♦ *Generic drugs will be dispensed when a generic drug equivalent is commercially available. When a brand name drug is dispensed and a generic equivalent is commercially available, the covered person must pay the difference between the generic equivalent and the brand name drug in addition to the listed copayments or coinsurance. However, if the prescription drug order states "dispense as written," "do not substitute" or words of similar meaning in the physician's handwriting, only the listed drug copayment will be applicable.*

Type of services, benefit maximums & what you pay	PPO	OON (out-of network)
Medical supplies	PPO	OON
Durable medical equipment *	50%	50%
<i>Calendar year maximum payable by HNL</i> [Ⓐ]	<i>\$1000</i>	<i>\$1000</i>
Diabetes education	50%	50%
Orthotics (such as bracing, supports and casts) *	50%	50%
Corrective footwear*	50%	50%
Diabetic equipment (See the "Prescription Drug Program" section of this SB for diabetic supplies benefit information).....	50%	50%
Diabetic footwear	50%	50%
Prostheses*	50%	50%

 *Diabetic equipment covered under the medical benefit (through "Diabetic equipment") includes blood glucose monitors designed for the visually impaired, insulin pumps and related supplies, and corrective footwear. Diabetic equipment and supplies covered under the prescription drug benefit include insulin, Glucagon, specific brands of blood glucose monitors and testing strips, Ketone urine testing strips, lancets and lancet puncture devices, specific brands of pen delivery systems for the administration of insulin (including pen needles) and insulin syringes.*

In addition, the following supplies are covered under the medical benefit as specified: visual aids (excluding eyewear) to assist the visually impaired with the proper dosing of insulin are provided through the prosthesis benefit. Self-management training, education and medical nutrition therapy will be covered only when provided by licensed health care professionals with expertise in the management or treatment of diabetes (provided through the patient education benefit).

[Ⓐ] *Combined for PPO and Out-of-Network.*

* *These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.*

Mental disorders and chemical dependency benefits	PPO	OON
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^V *Severe mental illness includes schizophrenia, schizoaffective disorder, bipolar disorder (manic-depressive illness), major depressive disorders, panic disorder, obsessive-compulsive disorders, pervasive developmental disorder (including Autistic Disorder, Rett's Disorder, Childhood Disintegrative Disorder, Asperger's Disorder and Pervasive Developmental Disorder not otherwise specified to include Atypical Autism, in accordance with the most recent edition the Diagnostic and Statistical Manual for Mental Disorders), autism, anorexia nervosa and bulimia nervosa.*

Serious emotional disturbances of a child is when a child under the age of 18 has one or more mental disorders identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, other than a primary chemical dependency disorder or developmental disorder, that result in behavior inappropriate to the child's age according to expected developmental norms. In addition, the child must meet one of the following: (a) as a result of the mental disorder, the child has substantial impairment in at least two of the following areas: self care, school functioning, family relationships or ability to function in the community; and either (i) the child is at risk of removal from home or has already been removed from the home or (ii) the mental disorder and impairments have been present for more than six months or are likely to continue for more than one year; (b) the child displays one of the following: psychotic features, risk of suicide or risk of violence due to a mental disorder; and/or (c) the child meets special education eligibility requirements under Chapter 26.5 (commencing with Section 7570) of Division 7 of Title 1 of the Government Code.

Severe Mental Illness and Serious Emotional Disturbances of a Child

Outpatient*	\$40	50%
Inpatient*	50%	50%
Maximum allowable by HNL each day	No maximum	\$600

Other Mental Disorders

Outpatient*	50%	50%
Maximum visits per calendar year (combined for non-severe mental disorders and chemical dependency) [ⓐ]	30	30
Maximum amount payable by HNL per visit	\$25	\$25
Inpatient*	50%	50%
Maximum days per calendar year (combined for non-severe mental disorders and chemical dependency) [ⓐ]	30	30
Maximum amount allowable by HNL per day	\$250	\$250

Chemical Dependency

Outpatient*	50%	50%
Maximum visits per calendar year (combined for non-severe mental disorders and chemical dependency) [ⓐ]	30	30
Maximum amount payable by HNL per visit	\$25	\$25
Inpatient*	50%	50%
Maximum days per calendar year (combined for non-severe mental disorders and chemical dependency) [ⓐ]	30	30
Maximum amount allowable by HNL per day	\$250	\$250
Acute detoxification*	50%	50%
Maximum days per calendar year [ⓐ]	3	3

Maximum amount allowable by HNL
per day \$250 \$250

⌘ *Combined for PPO and Out-of-Network.*

* *Each group therapy session requires only one half of a private office visit Copayment. If two or more Members in the same family attend the same outpatient treatment session, only one Copayment will be applied.*

* *These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.*

Home Health Services

PPO

OON

Home health visits* 50% 50%
Maximum amount allowable by HNL
per day \$110 \$110
Maximum visits per calendar year⌘ 100 100

* *These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.*

⌘ *Combined for PPO and Out-of-Network.*

Other services

PPO

OON

Infertility services and supplies (including injections related to covered infertility services) 50% 50%
Lifetime maximum⌘ \$2000 \$2000
Sterilization - Vasectomy 50% 50%
Sterilization - Tubal ligation 50% 50%
Blood, blood plasma, blood derivatives and blood factors 50% 50%
Renal dialysis 50% 50%
Hospice services* 50% 50%
Lifetime maximum⌘ \$10000 \$10000
Infusion Therapy (home or physician's office) * 50% 50%
Number of days for each supply of injectable prescription drugs and other substances, for each delivery 14 14
Maximum amount allowable by HNL
per day No Maximum \$500

Ⓜ Combined for PPO and Out-of-Network.

* These services require certification for coverage. For a complete listing of services requiring certification please refer to the "Services requiring certification" section of this SB. Routine care for condition of pregnancy does not require prior certification. However notification of pregnancy is requested. If certification is required but not obtained, your benefit reimbursement level will be reduced, both in-network and out-of-network, to 50% of covered expenses. In addition, a \$250 penalty will also be charged for inpatient admissions and a \$50 penalty for outpatient visits.

Chiropractic care	PPO	OON
Office visits	\$40	Not covered
Maximum visits per calendar year	12	Not applicable

Limits of coverage

WHAT'S NOT COVERED (EXCLUSIONS AND LIMITATIONS)

- Artificial insemination;
- Charges in excess of rate negotiated between any organization and the physician, hospital or other provider;
- Conception by medical procedures (IVF, GIFT and ZIFT);
- Conditions resulting from the release of nuclear energy when government funds are available;
- Corrective or support appliances or supplies;
- Cosmetic services or supplies;
- Custodial or live-in care;
- Dental services. However, effective July 1, 2010, this plan does cover Medically Necessary dental or orthodontic services that are an integral part of reconstructive surgery for cleft palate procedures. Cleft palate includes cleft palate, cleft lip or other craniofacial anomalies associated with cleft palate;
- Disposable supplies for home use;
- Experimental or investigational procedures, except as set out under the "Clinical trials" and "If you have a disagreement with our insurance plan" sections of this SB;
- Genetic testing is not covered except when determined by Health Net Life to be medically necessary. The prescribing physician must request prior authorization for coverage;
- Hearing aids;
- Hearing examination (age 17 and older);
- Hypnosis;
- Immunization (age 17 and older);
- Non-eligible institutions. This insurance plan only covers services or supplies provided by a legally operated hospital, Medicare-approved skilled nursing facility or other properly licensed facility as specified in the *Certificate*. Any institution, regardless of how it is designated, is not an eligible institution. Services or supplies provided by such institutions are not covered;
- Orthoptics (eye exercises);
- Outpatient prescriptions drugs or medications (except as noted under "Prescription drug program");
- Personal or comfort items;
- Physician self-treatment;
- Physician treating immediate family members;
- Pre-existing conditions that occur during the first six months of your coverage, except as stated elsewhere;
- Private rooms when hospitalized, unless medically necessary;
- Private-duty nursing;
- Refractive eye surgery unless medically necessary, recommended by the covered person's treating physician and authorized by Health Net Life;
- Reversal of surgical sterilization;
- Routine physical examinations (including psychological examinations or drug screening) for insurance, licensing, employment, school, camp or other nonpreventive purposes;
- Services and supplies determined not to be medically necessary as defined in the *Certificate*;
- Services and supplies not specifically listed in the covered person's *Certificate* as covered expenses;
- Services and supplies that do not require payment in the absence of insurance;
- Services for an injury incurred in the commission (or attempted commission) of a crime unless the condition was an injury resulting from an act of domestic violence or and injury resulting from a medical condition;

- Services for a surrogate pregnancy are covered. However, when compensation is obtained for the surrogacy, Health Net Life shall have a lien on such compensation to recover its medical expense;
- Services not related to a covered illness or injury, except as provided under preventive care and annual routine exams;
- Services received before effective date or after termination of coverage, except as specifically stated in the "Extension of Benefits" section of the covered person's *Certificate*;
- Sex change services;
- Treatment of jaw joint disorders or surgical procedures to reduce or realign the jaw, unless medically necessary;
- Treatment of obesity, weight reduction or weight management, except for treatment of morbid obesity;
- Vision examination (age 17 and older).
- Marriage counseling, except when rendered in connection with services provided for a treatable mental disorder;
- Nontreatable disorders;
- Services related to educational and professional purposes;
- State hospital treatment, except as the result of an emergency or urgently needed care;
- Stress, except when rendered in connection with services provided for a treatable mental disorder;
- Care for mental health care as a condition of parole or probation, or court-ordered treatment and testing for mental disorders, except when such services are medically necessary;
- Certain injectable drugs which are considered self-administered are covered on the Specialty Drug tier under the pharmacy benefit. Specialty Drugs are not covered under the medical benefits even if it is administered in a Physician's office. If You need to have a provider administer the Specialty Drug, You will need to obtain the Specialty Drug through the Specialty Pharmacy Vendor and bring it with You to the provider office. Alternatively, You can coordinate delivery of the Specialty Drug directly to the provider's office through the Specialty Pharmacy Vendor.

The above is a partial list of the principal exclusions and limitations applicable to the medical portion of your Health Net PPO insurance plan. The *Certificate*, which you will receive if you enroll in this insurance plan, will contain the full list.

Benefits and coverage

WHAT YOU PAY FOR SERVICES

The "Schedule of benefits and coverage" section explains your coverage and payment for services. Please take a moment to look it over.

With Health Net PPO, you are responsible for paying a portion of the costs for your care. The amount you pay can vary from a flat amount to a significant percentage of the costs. It all depends on the doctor (and hospital) you choose.

You must pay a deductible before the insurance plan begins to pay for covered services.

- You pay less when you receive care from doctors contracted with our PPO, since they have agreed in advance to provide services for a specific fee.
- When you receive care from Out-of-Network doctors and hospitals, you will be responsible for the applicable coinsurance, plus payment of any charges that are in excess of the covered expenses as defined in the *Certificate*.
- For some services, certification is necessary to receive full benefits. Please see the "Services requiring Certification" section of this brochure for details.
- To protect you from unusually high medical expenses, there is a maximum amount, or out-of-pocket maximum, that you will be responsible for paying in any given year. Once you have paid this amount, the insurance plan will pay 100% of covered expenses. (There are exceptions, see the *Certificate* for details.)

SPECIAL ENROLLMENT RIGHTS UNDER CHILDREN'S HEALTH INSURANCE PROGRAM REAUTHORIZATION ACT OF 2009 (CHIPRA)

The Children's Health Insurance Program (CHIP) is a joint federal and state funded program that provides comprehensive health care coverage for qualified uninsured children under the age of 19. In California, the CHIP plans are known as the Healthy Families Program and the Access for Infants and Mothers Program (AIM). The Children's Health Insurance Reauthorization Act of 2009 (CHIPRA) creates a special enrollment period in which individuals and their dependent(s) are eligible to request enrollment in this plan within 60 days of becoming ineligible and losing coverage from the Healthy Families Program, Access for Infants and Mothers Program (AIM) or a Medi-Cal plan.

NOTICE OF REQUIRED COVERAGE

Benefits of this insurance plan provide coverage required by the Federal Newborns' and Mothers' Health Protection Act of 1996 and Women's Health and Cancer Right Act of 1998.

The Newborns' and Mothers' Health Protection Act of 1996 sets requirements for a minimum Hospital length of stay following delivery. Specifically, Group health plans and health insurance issuers generally may not, under Federal law, restrict benefits for any hospital length of stay in connection with childbirth for the mother or newborn child to less than 48 hours following a vaginal delivery, or less than 96 hours following a cesarean section. However, Federal law generally does not prohibit the mother's or newborn's attending provider, after consulting with the mother, from discharging the mother or her newborn earlier than 48 hours (or 96 hours as applicable). In any case, plans and issuers may not, under Federal law, require that a provider obtain authorization from the plan or the insurance issuer for prescribing a length of stay not in excess of 48 hours (or 96 hours).

The Women's Health and Cancer Right Act of 1998 applies to medically necessary mastectomies and requires coverage for prosthetic devices and reconstructive surgery on either breast provided to restore and achieve symmetry.

SERVICES REQUIRING CERTIFICATION¹

The following services require certification for both PPO and OON coverage. If you do not contact Health Net Life prior to receiving certain services, your benefit reimbursement level will be reduced as shown in the "Schedule of benefits and coverage" section of this SB. A penalty will also be charged for uncertified inpatient admissions, and a penalty will be charged for uncertified outpatient services. These penalties do not apply to your out-of-pocket maximum. (Note: after the OOPM has been reached if certification is not obtained, benefits for service(s) will not be paid at 100%). Services provided as a result of an emergency do not require certification.

Services that require certification include:

All inpatient admissions, any facility

- Acute rehabilitation center
- Hospital
- Mental health facility
- Skilled nursing facility
- Chemical dependency care facility
- Hospice

Surgical Procedures including:

- Abdominal, ventral, umbilical, incisional hernia repair
- Bariatric procedures
- Blepharoplasty
- Breast reductions and augmentations
- Rhinoplasty
- Sclerotherapy
- Uvulopalatopharyngoplasty (UPPP) and laser assisted UPPP
- Effective July 1, 2010, reconstructive surgery for Medically Necessary dental or orthodontic services that are an integral part of reconstructive surgery for cleft palate procedures. Cleft palate includes cleft palate, cleft lip or other craniofacial anomalies associated with cleft palate.

Air ambulance

Durable medical equipment

- Wheelchairs
- Scooters
- Hospital beds
- Custom-made items

Home health services including nursing, physical therapy, occupational therapy, speech therapy, home IV therapy and home uterine monitoring

Certain physician-administered drugs, whether administered in a Physician office, free-standing infusion center, ambulatory surgery center, outpatient dialysis center, or outpatient hospital. Refer to the Health Net Life website, www.healthnet.com, for a list of physician-administered drugs that require Certification.

Hospice care

Orthognathic procedures (surgery performed to correct or straighten jaw and/or other facial bone misalignment to improve function) including TMJ treatment

Self-injectable drugs

Prostheses and orthotics over \$2,500

Outpatient diagnostic procedures:

- CT (computerized tomography)
- MRA (magnetic resonance angiography)
- MRI (magnetic resonance imaging)
- PET (positron-emission tomography)
- SPECT (single photon emission computed tomography)

Tocolytic services (intravenous drugs used to decrease or stop uterine contraction in premature labor)

Transplant related services

- Evaluation of transplant candidacy
- Treatment while awaiting transplant
- Transplant procedures
- Post transplant care
- Self-injectable drugs

Clinical trials

Bariatric-related services:

- Non-surgical bariatric-related consultations
- All bariatric-related surgical services
-

¹*Certification is not required for the length of a hospital stay for reconstructive surgery incident to a mastectomy or for renal dialysis. Certification is also not required for the length of stay for the first 48 hours following a normal delivery or 96 hours following cesarean delivery.*

PRE-EXISTING CONDITIONS

For most groups, Health Net Life imposes pre-existing exclusions on medical conditions for which the covered person has been treated during a period prior to enrollment. A pre-existing condition is a medical condition, illness or injury for which a covered person received care or advice within a certain period of time (typically three to six months) prior to enrolling in our insurance plan. A pre-existing condition generally applies to all employees and their dependents, whether or not they are late enrollees. Please refer to your *Certificate* for details on your group's pre-existing condition limitations.

This exclusion is automatically waived for newborns and adopted children who are enrolled within 30 days of becoming eligible, and for maternity conditions. This exclusion can be waived for initial enrollees (those covered persons enrolled with a group on the group's initial effective date), with Underwriting approval.

CREDITABLE COVERAGE

In accordance with state and federal law, you are entitled to credit for creditable coverage, which may reduce or offset the pre-existing condition exclusion applicable under this PPO insurance plan. Creditable coverage includes any individual, group or government plan medical insurance coverage that you had from another carrier immediately prior to enrolling in this PPO insurance plan. Health Net Life will give you credit for any creditable health coverage, and will assist you in obtaining this information if you are unable to do so.

Creditable coverage will not be granted if you were without health coverage for more than 63 days prior to enrolling in this PPO insurance plan, unless your previous health coverage was discontinued because you lost your job. In such an event, you are entitled to qualifying creditable coverage credit as long as you enroll within 180 days of the end of your previous coverage.



Coverage under the following types of policies does not qualify for creditable coverage: accident only, automobile or no-fault insurance, dental, disability income, long-term care vision and workers' compensation. For a more complete list of policies that do not qualify for creditable coverage please refer to the Certificate.

COVERAGE FOR NEWBORNS

Children born after your date of enrollment are automatically covered at birth. To continue coverage, the child must be enrolled through your employer before the 30th day of the child's life. If the child is not enrolled within 30 days of the child's birth:

- coverage will end the 31st day after birth; and
- you will have to pay for all medical care provided after the 30th day of your baby's life.

EMERGENCIES

Health Net Life covers emergency and urgently needed care throughout the world. If you need emergency or urgently needed care, seek care where it is immediately available.

You are encouraged to use appropriately the 911 emergency response system, in areas where the system is established and operating, when you have an emergency medical condition (including severe mental illness and serious emotional disturbances of a child) that requires an emergency response. All ambulance and ambulance transport services provided as a result of a 911 call will be covered, if the request is made for an emergency medical condition (including severe mental illness and serious emotional disturbances of a child).

If you go to an emergency facility for condition that is not of an urgent or emergency nature, it will be covered at whichever level (PPO or OON) it qualifies for, subject to your insurance plans exclusions and limitations.



Emergency care means any otherwise covered service for an acute illness, a new injury or an unforeseen deterioration or complication of an existing illness, injury or condition already known to the person or, if a minor, to the minor's parent or guardian that a reasonable person with an average knowledge of health and medicine (a prudent layperson) would believe requires immediate treatment (including severe mental illness and serious emotional disturbances of a child), and without immediate treatment, any of the following would occur: (a) his or her health would be put in serious danger (and in the case of a pregnant woman, would put the health of her unborn child in serious danger); (b) his or her bodily functions, organs or parts would become seriously damaged; or (c) his or her bodily organs or parts would seriously malfunction. Emergency care also includes treatment of severe pain or active labor. Active labor means labor at the time that either of the following would occur: (a) there is inadequate time to effect safe transfer to another hospital prior to delivery; or (b) a transfer poses a threat to the health and safety of the covered person or her unborn child.

Urgently Needed Care means any otherwise covered medical service that a reasonable person with an average knowledge of health and medicine would seek for treatment of an injury, unexpected illness or complication of an existing condition, including pregnancy, to prevent the serious deterioration of his or her health, but which does not qualify as Emergency Care, as defined in this section. This may include services for which a person should reasonably have known an emergency did not exist.

MEDICALLY NECESSARY CARE

All services that are medically necessary will be covered by your Health Net Life insurance plan (unless specifically excluded under the insurance plan). All covered services or supplies are listed in your *Certificate*; any other services or supplies are not covered.

CLINICAL TRIALS

Routine patient care costs for patients diagnosed with cancer who are accepted into phase I, II, III, or IV clinical trials are covered when medically necessary, recommended by the covered person's treating physician and authorized by Health Net Life. The physician must determine that participation has a meaningful potential to benefit the covered person and the trial has therapeutic intent. For further information, please refer to your *Certificate*.

CONTINUITY OF CARE

If our contract with a PPO health care provider is terminated, you may be able to elect continued care by that provider if you are receiving care for an acute condition, serious chronic condition, pregnancy, new born, terminal illness or scheduled surgery. If you would like more information on how to request continued care, please call the Member Services Department at the telephone number listed on the back cover.

EXTENSION OF BENEFITS

If you or a covered dependent is totally disabled when your employer ends its agreement with Health Net Life, we will cover the treatment for the disability until one of the following occurs:

- A maximum of 12 consecutive months elapses from the termination date;
- Available benefits are exhausted;
- The disability ends; or
- You become enrolled in another insurance plan that covers the disability.

Your application for an extension of benefits for disability must be made to Health Net Life within 90 days after your employer ends its agreement with us. We will require medical proof of the total disability at specified intervals.

OUT OF STATE PROVIDERS

Health Net PPO has created a program which allows covered persons access to participating providers outside their state of residence. This program is through the out-of-state provider network shown on your HNL ID card and is limited to covered persons traveling outside their state of residence.

If you are traveling outside your state of residence, require medical care or treatment, and use a provider from the out-of-state provider network, your out-of-pocket expenses may be lower than those incurred when you use an Out-of-Network Provider.

When you obtain services outside your state of residence through the out-of-state provider network, you will be subject to the same copayments, coinsurances, deductibles, maximums and limitations as you would be if you obtained services from a Preferred Provider in your state of residence. There is the following exception: covered expenses will be calculated based on the lower of (i) the actual billed charges or (ii) the charge that the out-of-state provider network is allowed to charge, based on the contract between HNL and the network. In a small number of states, local statutes may dictate a different basis for calculating your covered expenses.

CONFIDENTIALITY AND RELEASE OF COVERED PERSON INFORMATION

Health Net Life knows that personal information in your medical records is private. Therefore, we protect your personal health information in all setting (including oral, written and electronic information). The only time we would release your confidential information without your authorization is for payment, treatment, health care operations (including but not limited to utilization management, quality improvement, disease or case management programs) or when permitted or required to do so by law, such as for a court order or subpoena. We will not release your confidential claims details to your employer or their agent. Often, Health Net Life is required to comply with aggregated measurement and data reporting requirements. In those cases, we protect your privacy by not releasing any information that identifies our covered persons.

PRIVACY PRACTICES

Once you become a Health Net Life covered person, Health Net Life uses and discloses a covered person's protected health information and nonpublic personal financial information* for purposes of treatment, payment, health care operations, and where permitted or required by law. Health Net Life provides covered persons with a Notice of Privacy Practices that describes how it uses and discloses protected health information; the individual's rights to access, to request amendments, restrictions, and an accounting of disclosures of protected health information; and the procedures for filing complaints. Health Net Life will provide you the opportunity to approve or refuse the release of your information for non-routine releases such as marketing. Health Net Life provides access to covered persons to inspect or obtain a copy of the covered person's protected health information in designated record sets maintained by Health Net Life. Health Net Life protects oral, written and electronic information across the organization by using reasonable and appropriate security safeguards. These safeguards include limiting access to an individual's protected health information to only those who have a need to know in order to perform payment, treatment, health care operations or where permitted or required by law. Health Net Life releases protected health information to insurance plan sponsors for administration of self-funded plans but does not release protected health information to plan sponsors/employers for insured products unless the plan sponsor is performing a payment or health care operation function for the plan. Health Net Life's entire Notice of Privacy Practices can be found in your plan's *Certificate*, at www.healthnet.com under "Privacy" or you may call the Member Services Department at the telephone number listed on the back cover to obtain a copy.

** Nonpublic personal financial information includes personally identifiable financial information that you provided to us to obtain health plan coverage or we obtained in providing benefits to you. Examples include Social Security numbers, account balances and payment history. We do not disclose any nonpublic personal information about you to anyone, except as permitted by law.*

TECHNOLOGY ASSESSMENT

New technologies are those procedures, drugs or devices that have recently been developed for the treatment of specific diseases or conditions, or are new applications of existing procedures, drugs or devices. New technologies are considered investigational or experimental during various stages of clinical study as safety and effectiveness are evaluated and the technology achieves acceptance into the medical standard of care. The technologies may continue to be considered investigational or experimental if clinical study has not shown safety or effectiveness or if they are not considered standard care by the appropriate medical specialty. Approved technologies are integrated into Health Net Life benefits.

Health Net Life determines whether new technologies should be considered medically appropriate, or investigational or experimental, following extensive review of medical research by appropriately specialized physicians. Health Net Life requests review of new technologies by an independent, expert medical reviewer in order to determine medical appropriateness or investigational or experimental status of a technology or procedure.

Utilization management

Utilization management is an important component of health care management. Through the processes of prior certification, concurrent and retrospective review and care management, we evaluate the services provided to our covered persons to be sure they are medically necessary and appropriate for the setting and time. These processes help to maintain Health Net Life's high quality medical management standards.

PRIOR CERTIFICATION

Certain proposed services may require an assessment prior to approval. Evidence-based criteria are used to evaluate whether or not the procedure is medically necessary and planned for the appropriate setting (that is, inpatient, ambulatory surgery, etc.).

CONCURRENT REVIEW

This process continues to authorize inpatient and certain outpatient conditions on a concurrent basis while following a covered person's progress, such as during inpatient hospitalization or while receiving outpatient home care services.

DISCHARGE PLANNING

This component of the concurrent review process ensures that planning is done for a covered person's safe discharge in conjunction with the physician's discharge orders and to authorize post-hospital services when needed.

RETROSPECTIVE REVIEW

This medical management process assesses the appropriateness of medical services on a case-by-case basis after the services have been provided. It is usually performed on cases where prior certification was required but not obtained.

CARE OF CASE MANAGEMENT

Nurse care managers provide assistance, education and guidance to covered persons (and their families) through major acute and/or chronic long-term health problems. The care managers work closely with covered persons, their physicians and community resources.

If you would like additional information regarding Health Net Life utilization management process, please call the Member Services Department at the telephone number listed on the back cover.

Payment of premiums and charges

YOUR COINSURANCE, COPAYMENT AND DEDUCTIBLES

The "Schedule of benefits and coverage" section explains your coverage and payment for services. Please take a moment to look it over.

PREPAYMENT OF PREMIUMS

Your employer will pay Health Net Life your monthly premiums for you and all enrolled dependents. Check with your employer regarding any share that you may be required to pay. If your share ever increases, your employer will inform you in advance.

OTHER CHARGES

You are responsible for payment of your share of the cost of services covered by this insurance plan. Amounts paid by you are called copayments, coinsurance or deductibles, which are described in the "Schedule of benefits and coverage" section of this SB. Beyond these charges the remainder of the cost of covered services will be paid by Health Net Life.

When the total amount of deductibles, copayments and coinsurance you pay equals the annual out-of-pocket maximum amount shown in the "Schedule of benefits and coverage" section, you will not have to pay additional copayments or coinsurance for the rest of the year for most services provided, unless your doctor charges an amount that Health Net Life considers to be in excess of covered expenses. Additionally, the following expenses will not be applied to the limit:

- Charges in excess of covered expenses;
- Charges for services or supplies not covered by this insurance plan;

- Services for which certification was required but not obtained.
For further information please refer to the *Certificate*. Covered expenses for Out-of-Network providers are limited to the amount shown on the Resource Based Relative Value Schedule (RBRVS) established by the federal government for Medicare and then adjusted by 75%. For those services that do not have a RBRVS amount, Health Net Life has developed a limited fee schedule shown in your *Certificate*.

CONTRACTED RATE

The Contracted Rate is the rate that Preferred Providers are allowed to charge You, based on a contract between Health Net Life and such provider. Covered Expenses for services provided by a Preferred Provider will be based on the Contracted Rate.

LIABILITY OF ENROLLEE FOR PAYMENT

If you receive health care services from doctors outside our network, covered services will be paid at the Out-of-Network benefit level. You are responsible for any copayments, coinsurance amounts and amounts in excess of RBRVS.

REIMBURSEMENT PROVISIONS

If you have out-of-pocket expenses for covered services, call the Member Services Department for a claim form and instructions. You will be reimbursed for these expenses less any required copayment, coinsurance or deductible.

Please contact the Member Services Department at the telephone number listed on the back cover to obtain claim forms, and to find out whether you should send the completed form to your doctor, hospital or to Health Net Life. Claims must be received by Health Net Life within one year of the date of service to be eligible for reimbursement.

^VT How to file a claim:

For medical services, please send a completed claim form to:

*Health Net Commercial Claims
P.O. Box 14702
Lexington, KY 40512*

For outpatient prescription drugs, please send a completed prescription drug claim form to:

*Health Net
C/O Caremark
P.O. Box 52136
Phoenix, AZ 85072*

Please call the Member Services Department at the telephone number listed on the back cover or visit our website at www.healthnet.com to obtain a prescription drug claim form.



Claims for covered expenses filed more than 20 days from the date of service will not be paid unless you can show that it was not reasonably possible to file your claim within that time limit and that you have filed as soon as was reasonably possible.

Renewing, continuing or ending coverage

RENEWAL PROVISIONS

The contract between Health Net Life and your employer is usually renewed annually. If your contract is amended or terminated, your employer will notify you in writing.

SMALL EMPLOYER CAL-COBRA COVERAGE

When the group is a small employer (as defined in the *Certificate*), state law provides that covered persons who enroll in this plan and later lose eligibility may be entitled to continuation of group coverage. More information regarding eligibility for this coverage is provided in your *Certificate*.

INDIVIDUAL CONTINUATION OF BENEFITS



Please examine your options carefully before declining coverage. You should be aware that companies selling individual health insurance typically require a review of your medical history that could result in a higher premium or your could be denied coverage entirely.

If your employment with your current employer ends, you and your covered dependents may qualify for continued group coverage under:

- **COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985).** For most groups with 20 or more employees, COBRA applies to employees and their eligible dependents, even if they live outside of California. Please check with your group to determine if you and your covered dependents are eligible.
- **Small Employer Cal-COBRA Continuation Coverage:** For employers with fewer than 20 employees who were eligible to enroll in the employer's health plan on 50% of the employer's business days in the preceding year, Health Net is required by state law to offer continuation coverage.
- **Cal-COBRA Continuation Coverage.** If you have exhausted COBRA and you live in the United States, you may be eligible for additional continuation coverage under state Cal-COBRA law. This coverage may be available if you began receiving federal COBRA coverage on or after January 1, 2003, have exhausted federal COBRA coverage, have had less than 36 months of COBRA coverage and you are not entitled to Medicare. If you are eligible, you have the opportunity to continue group coverage under the *Certificate* through Cal-COBRA for up to 36 months from the date that federal COBRA coverage began.
- **USERRA Coverage:** Under a federal law known as the Uniformed Services Employment and Reemployment Rights Act (USERRA), employers are required to provide employees who are absent from employment to serve in the uniformed services and their dependents who would lose their group health coverage the opportunity to elect continuation coverage for a period of up to 24 months. Please check with your group to determine if you are eligible.
- **HIPAA:** The federal Health Insurance Portability and Accountability Act (HIPAA) makes it easier for people covered under existing group health insurance plans to maintain coverage regardless of pre-existing conditions when they change jobs or are unemployed for brief periods of time. California law provides similar and additional protections. Applicants who meet the following requirements are eligible to enroll in a guaranteed issue individual health insurance plan from any health insurance plan that offers individual coverage without medical underwriting. A health insurance plan cannot reject your application for guaranteed issue individual health coverage if you meet the following requirements, agree to pay the required premiums and live or work in the

insurance plan's service area. Specific Guaranteed Issue rates apply. Only eligible individuals qualify for guaranteed issuance. To be considered an eligible individual:

1. The applicant must have a total of 18 months of coverage (including COBRA, if applicable) without a significant break (excluding any employer-imposed waiting periods) in coverage of more than 63 days.
2. The most recent coverage must have been under a group health insurance plan. COBRA and Cal-COBRA coverage are considered group coverage.
3. The applicant must not be eligible for coverage under any group health insurance plan, Medicare or Medicaid, and must not have other health insurance coverage.
4. The individual's most recent coverage could not have been terminated due to fraud or nonpayment of premiums.
5. If COBRA or Cal-COBRA coverage was available, it must have been elected and such coverage must have been exhausted.

For more information regarding guarantee issue coverage through Health Net Life, please call our Individual Sales Department at 1-800-909-3447. If you believe your rights under HIPAA have been violated, please contact the Department of Insurance at 1-888-927-HELP.

Also, if you become ineligible for group coverage you may convert from group coverage to a type of individual coverage called conversion coverage. Application must be made within 63 days of the date group coverage ends. Please contact the Member Services Department for information about conversion insurance plan coverage. Furthermore, you may be eligible for continued coverage for a disabling condition (for up to 12 months) if your employer terminates its agreement with Health Net Life. Please refer to the "Extension of benefits" section of this SB for more information.

TERMINATION OF BENEFITS

Your coverage under this insurance plan ends when:

- The agreement between the employer covered under this insurance plan and Health Net Life ends;
- The employer covered under this insurance plan fails to pay premium charges; or
- You no longer work for the employer covered under this insurance plan.

If the person involved in any of the above activities is the enrolled employee, coverage under this insurance plan will terminate as well for any covered dependents.

If the employer covered under this insurance plan does not pay appropriate premium charges, benefits will end on the last day for which premium charges have been made, unless:

- You apply for conversion coverage within 63 days of that date;
- You are hospitalized (coverage will continue until you are discharged from the hospital); or
- You are totally disabled and apply for an extension of benefits for the disabling condition within 90 days.



If the person involved in any of the above activities is the enrolled employee, coverage under this insurance plan will end as well for any covered dependents.

If you have a disagreement with our insurance plan

The California Department of Insurance (CDI) is responsible for regulating disability insurance carriers (Health Net Life is a disability insurance carrier). The CDI has a toll-free telephone number (1-800-927-HELP) to receive complaints about carriers.

If You have been unable to resolve a problem concerning Your insurance coverage, after discussions with Health Net Life Insurance Company, or its agent or other representative, You may contact:

*California Department of Insurance, Consumer Services Division
300 South Spring Street
South Tower
Los Angeles, CA 90013*

GRIEVANCE AND APPEALS PROCESS

If you are dissatisfied with the quality of care that you have received or feel that you have been incorrectly denied a service or claim, you may file a grievance or appeal. You must file your grievance or appeal with HNL within 365 calendar days following the date of the incident or action that caused your grievance.

^VT How to file a grievance or appeal:

You may call the telephone number listed on the back cover or submit the covered person grievance form through the HNL website at www.healthnet.com.

You may also write to:

*Health Net Life Insurance Company
P.O. Box 10348
Van Nuys, CA 91410-0348*

Please include all the information from your Health Net Life identification card as well as the details of your concern or problem. Health Net Life will acknowledge your grievance or appeal within five calendar days, review the information and tell you of our decision in writing within 15 days of receiving the grievance if the grievance pertains to a claims dispute or within 30 days of receiving the grievance for all other grievances. For conditions where there is an immediate and serious threat to your health, including severe pain or the potential loss of life, limb or major bodily function, Health Net Life will notify you of the status of your grievance no later than three days from receipt of all the required information.



In addition, you can request an independent medical review of disputed health care services from the Department of Insurance, if you believe that health care services eligible for coverage and payment under the insurance plan was improperly denied, modified or delayed by Health Net Life or one of its participating providers.

Also, if Health Net Life denies your appeal of a denial for lack of medical necessity, or denies or delays coverage for requested treatment involving experimental or investigational drugs, devices, procedures or therapies, you can request an independent medical review of Health Net Life's decision from the Department of Insurance if you meet the eligibility criteria set out in the Certificate.

ARBITRATION

If you are not satisfied with the result of the grievance hearing and appeals process, you may submit the problem to binding arbitration. Health Net Life uses binding arbitration to settle disputes, including medical malpractice. When you enroll in Health Net Life, you agree to submit any disputes to arbitration, in lieu of a jury or court trial.

Additional insurance plan benefit information

The following insurance plan benefits show benefits available with your insurance plan. For a more complete description of copayments, and exclusions and limitations of service, please see your insurance plan's *Certificate*.

Prescription drug program

Health Net Life is contracted with many major pharmacy chains, supermarket based pharmacies and privately owned neighborhood pharmacies. For a complete and up-to-date list of participating pharmacies, please visit our website at www.healthnet.com or call the Member Services Department at the telephone number listed on the back cover.

PRESCRIPTIONS BY MAIL DRUG PROGRAM

If your prescription is for a maintenance medication (a drug that you will be taking for an extended period), you have the option of filling it through our convenient Prescriptions By Mail Drug Program. This program allows you to receive up to a 90-consecutive-calendar-day supply of maintenance medications. For complete information, call the Member Services Department at the telephone number listed on the back cover.



Schedule II narcotic drugs (which are drugs that have a high abuse risk as classified by the Federal Drug Enforcement Administration) are not covered through mail order. For further information, please refer to the Certificate.

THE HEALTH NET RECOMMENDED DRUG LIST

This insurance plan uses the Recommended Drug List. The Health Net Recommended Drug List (or the List) is the approved list of medications covered for illnesses and conditions. It was developed to identify the safest and most effective medications for Health Net Life covered persons while attempting to maintain affordable pharmacy benefits.

We specifically suggest to all Health Net Life contracted Participating Providers and specialists that they refer to this List when choosing drugs for patients who are Health Net Life covered persons. When your physician prescribes medications listed in the Recommended Drug List, it ensures that you are receiving a high quality prescription medication that is also of high value.

The Recommended Drug List is updated regularly, based on input from the Health Net Pharmacy and Therapeutics (P&T) Committee. The committee members are actively practicing physicians of various medical specialties and clinical pharmacists. Voting members are recruited from participating physician groups throughout California based on their experience, knowledge and expertise. In addition, the P&T Committee frequently consults with other medical experts to provide additional input to the Committee. Updates to the Recommended Drug List and drug usage guidelines are made as new clinical information and new drugs become available. In order to keep the List current, the P&T Committee evaluates clinical effectiveness, safety and overall value through:

- Medical and scientific publications;
- Relevant utilization experience; and
- Physician recommendations.

To obtain a copy of Health Net Life most current Recommended Drug List, please visit our web site at www.healthnet.com under the pharmacy information, or call the Member Services Department at the telephone number listed on the back cover.

WHAT IS "PRIOR AUTHORIZATION?"

Some drugs require prior authorization. This means that your doctor must contact Health Net Life in advance to provide the medical reason for prescribing the medication.

^V_T *How to request prior authorization:*

Health Net Life will handle urgent requests within 72 hours of receiving all necessary information. Routine requests from physicians are processed in a timely fashion, not to exceed 5 days, as appropriate and medically necessary, for the nature of the covered person's condition after HNL's receipt of the information reasonably necessary and requested by HNL to make the determination. Upon receiving your physician's request for prior authorization, Health Net Life will evaluate the information submitted and make a determination based on established clinical criteria for the particular medication.

The criteria used for prior authorization are developed and based on input from the Health Net P&T Committee as well as physician specialist experts. Your physician may contact Health Net Life to obtain the usage guidelines for specific medications.

If authorization is denied by Health Net Life, you will receive written communication including the specific reason for denial. If you disagree with the decision, you may appeal the decision.

The appeal may be submitted in writing, by telephone or through e-mail. We must receive the appeal within 60 days of the date of the denial notice. Please refer to your *Certificate* for details regarding your right to appeal.

To submit an appeal:

- Call Member Services Department at the telephone number listed on the back cover
- Visit www.healthnet.com for information on e-mailing Member Services Department; or
- Write to: Member Services Department
Health Net Life Member Services
P.O. Box 10196
Van Nuys, CA 91410-0348

WHAT'S COVERED

^V_T *Please refer to the "Schedule of benefits and coverage" section of this SB for the deductibles and copayments.*

This insurance plan covers the following:

- Level I drugs listed on the Recommended Drug List (primarily generic);
- Level II drugs listed on the Recommended Drug List (primarily brand name) and diabetic supplies (including insulin); and
- Level III drugs listed on the Recommended Drug List (or drugs that are not listed on the Recommended Drug List).
- Specialty Drugs
Specialty Drugs listed in the Health Net Recommended Drug List are covered when Prior Authorization is obtained from HNL and the drugs are dispensed through HNL's Specialty Pharmacy Vendor. These drugs include self-administered injectable and other drugs that have significantly higher cost than traditional

pharmacy benefit drugs. Please note that needles and syringes required to administer the self-injected medications are covered only when obtained through the Specialty Pharmacy Vendor.

Self-administered injectable medications are defined as drugs that are:

1. Medically Necessary
2. Administered by the patient or family member; either subcutaneously or intramuscularly
3. Deemed safe for self-administration as determined by Health Net's Pharmacy and Therapeutics Committee
4. Included in the Health Net Recommended Drug List
5. Shown on the Recommended Drug List as requiring Prior Authorization.

Note:

- Prescription drug covered expenses are the lesser of Health Net Life's contracted pharmacy rate or the pharmacy's retail price for covered prescription drugs;
- Prescription drug refills are covered, up to a 30-consecutive-day supply per prescription at a Health Net Life contracted pharmacy for one copayment;
- If the pharmacy's retail price is less than the applicable copayment, the covered person will only pay the pharmacy's retail price;
- Mail order drugs are covered up to a 90-consecutive-calendar-day supply. When the retail pharmacy copayment is a percentage, the mail order copayment is the same percentage of the cost to Health Net Life as the retail pharmacy copayment;
- Oral contraceptives and emergency contraceptives are covered. Vaginal contraceptives include diaphragms and cervical caps and are only covered when a physician performs a fitting examination and prescribes the device. Such devices are only available through a prescription from a pharmacy and are limited to one fitting and prescription per calendar year, unless additional fittings or devices are medically necessary. For a complete list of contraceptive products covered by Health Net Life, please refer to the Recommended Drug List. Injectable contraceptives are covered when administered by a physician. If your physician determines that the covered methods are not appropriate, then another FDA approved contraceptive method will be provided. Refer to your insurance plan's Certificate for more information on contraceptives covered under the medical benefit;
- Diabetic supplies (blood glucose testing strips, lancets, needles and syringes) are packaged in 50, 100 or 200 unit packages. Packages cannot be "broken" (that is, opened in order to dispense the product in quantities other than those packaged). When a prescription is dispensed, you will receive the size of package and/or number of packages required for you to test the number of times your physician has prescribed for a 30-day period. For more information about diabetic equipment and supplies, please see "Endnotes" in the "Schedule of benefits and coverage" section of this SB.

WHAT'S NOT COVERED (EXCLUSIONS AND LIMITATIONS)

^V_T *Services or supplies excluded under pharmacy services may be covered under the medical benefits portion of your plan. In addition to the exclusion and limitations listed below, prescription drug benefits are subject to the plan's general exclusions and limitations. Consult your plan's Certificate for more information.*

- Allergy serum. Allergy serum is covered as a medical benefit. See "allergy serum" benefit in the "Schedule of benefits and coverage" for details;
- Coverage for devices is limited to vaginal contraceptive devices, peak flow meters, spacer inhalers and diabetic supplies. No other devices are covered;

- Drugs that are appetite suppressants or are indicated for and prescribed for body weight reduction;
- Drug products that help you reduce or quit smoking or for nicotine addiction (for example, nicotine patches);
- Drugs or medicines administered by a physician or physician's staff member;
- Drugs prescribed to shorten the duration of the common cold;
- Drugs (including self-injectable medications) prescribed for the treatment of sexual dysfunction are not covered;
- Drugs prescribed for routine dental treatment;
- Drugs used for diagnostic purposes;
- Experimental drugs (those that are labeled "Caution - Limited by Federal Law to investigational use only"). If you are denied coverage of a drug because the drug is investigational or experimental you will have a right to independent medical review. See "If you have a disagreement with our insurance plan" section of this SB for additional information;
- Hypodermic needles or syringes, except for specific brands of disposable insulin needles and syringes and specific brands of pen devices. Needles and syringes required to administer self-injected medications (other than insulin) will be provided through Our Specialty Pharmacy Vendor. All other devices, syringes and needles are not covered.;
- Immunizing agents, injections (except for insulin and self-administered injectable drugs as described in the recommended drug list), agents for surgical implantation, biological sera, blood, blood derivatives or blood plasma obtained through a prescription;
- Individual doses of medication dispensed in plastic, unit dose or foil packages unless medically necessary or only available in that form;
- Irrigation solutions and saline solutions;
- Limits on quantity, dosage and treatment duration may apply to some drugs. Medications taken on an "as-needed" basis may have a copayment based on a standard package, vial, ampoule, tube, or other standard unit. In such a case, the amount of medication dispensed may be less than a 30-consecutive-calendar-day supply. If medically necessary, your physician may request a larger quantity from Health Net Life;
- Medical equipment and supplies (including insulin), that are available without a prescription are covered when prescribed by a physician for the management and treatment of diabetes. Any other nonprescription drug, medical equipment or supply that can be purchased without a prescription drug order is not covered even if a physician writes a prescription drug order for such drug, equipment or supply. However, if a higher dosage form of a prescription drug or over-the counter (OTC) drug is only available by prescription, that higher dosage drug will be covered. If a drug that was previously available by prescription becomes available in an OTC form in the same prescription strength, then any prescription drugs that are similar agents and have comparable clinical effect(s) will only be covered when medically necessary and prior authorization is obtained from Health Net Life;
- Prescription drugs prescribed by an unlicensed physician;
- Replacement of lost, stolen or damaged medications;
- Services or supplies which are covered in full or for which you are not legally required to pay;
- Supply amounts for prescriptions that exceed the FDA's or Health Net Life's indicated usage recommendation are not covered unless Medically Necessary and prior authorization is obtained from Health Net Life;
- Drugs prescribed for a condition or treatment not covered by this insurance plan are not covered. However, the insurance plan does cover drugs for medical conditions that result from nonroutine complications of a noncovered service.

This is only a summary. Consult your insurance plan's *Certificate* to determine the exact terms and conditions of your coverage.

Notice of language services

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 Individual and Family members please call 800-839-2172. Employer group members please call 800-522-0088. Healthy Families members please call 888-231-9473. For more help call the CA Dept. of Insurance at 1-800-927-4357.

English

Servicios de Idiomas Sin Costo. Usted puede solicitar un intérprete. Puede solicitar que una persona le lea los documentos y que algunos se envíen en su idioma. Para obtener ayuda, llámenos al número que aparece en su tarjeta de identificación, o si es un afiliado Individual o Familiar llame al 800-522-0088. Los afiliados de Healthy Families deben llamar al 888-231-9473. Para obtener ayuda adicional llame al Departamento de Seguros de California al 1-800-927-4357.

Spanish

免費語言服務。您可以取得口譯員服務。我們可以把文件朗讀給您聽，部分文件可以翻譯成您的語言並寄送給您。如需協助，請撥您會員卡上所列的電話號碼，個人與家庭計畫會員請撥 800-839-2172。僱主團體會員請撥 800-522-0088。健康家庭計畫會員請撥 888-231-9473。如需其他協助，請致電 1-800-927-4357 與加州保險部聯絡。

Chinese

Dịch Vụ Trợ Giúp Ngôn Ngữ Miễn Phí. Quý vị có thể được thông dịch viên trợ giúp và được đọc giúp các tài liệu bằng tiếng Việt. Để được giúp đỡ, xin gọi chúng tôi tại số điện thoại ghi trên thẻ hội viên của quý vị hoặc các hội viên diện Cá Nhân hoặc Gia Đình xin gọi số 800-839-2172. Các hội viên tham gia chương trình bảo hiểm theo nhóm của hãng sở xin gọi số 800-522-0088. Các hội viên Healthy Families xin gọi số 888-231-9473. Để được trợ giúp thêm, xin gọi Sở Bảo Hiểm California tại số 1-800-927-4357.

Vietnamese

무료 언어 지원 서비스. 무료 통역사 서비스 및 여러분에게 편한 언어로 서류 낭독 서비스를 받을 수 있습니다. 도움이 필요하신 경우, 본인 ID 카드 상의 안내번호로 전화해 주시거나, 개인 및 가족 회원께서는 800-839-2172번으로 전화해 주십시오. 고용주 그룹 회원께서는 800-522-0088번으로 전화해 주십시오. Healthy Families 회원께서는 안내번호 888-231-9473번을 이용하십시오. 보다 더 많은 도움이 필요하신 분은 캘리포니아 보험 담당국, 안내번호 1-800-927-4357번으로 문의하십시오.

Korean

Walang Gastos na mga Serbisyo sa Wika. Makakakuha ka ng interpreter o tagasalin at maipababasa mo sa Tagalog ang mga dokumento. Para sa tulong, tawagan kami sa numerong nakalista sa iyong ID card o para sa Individual at Family members, mangyaring tumawag sa 800-839-2172. Para sa employer group members, mangyaring tumawag sa 800-522-0088. Para sa Healthy Families members, mangyaring tumawag sa 888-231-9473. Para sa karagdagang tulong, tumawag sa CA Dept. of Insurance sa 1-800-927-4357.

Tagalog

Անվճար Լեզվական Օճապայություններ: Դուք կարող եք թարգման ձեռք բերել և փաստաթղթերը ընթերցել սույլ ձեզ համար ձեր լեզվով: Օգնության համար մեզ զանգահարեք ձեր ինքնության (ID) տոմսի վրա նշված համարով, կամ եթե Անհատական և Ընտանեկան անդամ եք, խնդրում ենք զանգահարել 800-839-2172 համարով: Գործատիրոջ Խմբի անդամներից խնդրվում է զանգահարել 800-522-0088 համարով: Healthy Families-ի անդամներից խնդրվում է զանգահարել 888-231-9473 համարով: Լրացուցիչ օգնության համար 1-800-927-4357 համարով զանգահարեք Կալիֆորնիայի Ապահովագրության Բաժանմունք:

Armenian

Бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика, и вам могут прочесть документы на вашем языке. Если вам требуется помощь, звоните нам по номеру, указанному на вашей идентификационной карте. Участники планов индивидуального или семейного страхования могут позвонить по телефону 800-839-2172. Участники плана группового страхования по месту работы могут позвонить по телефону 800-522-0088. Участники плана Здоровые семьи (Healthy Families) могут позвонить по телефону 888-231-9473. Для получения дополнительной помощи звоните в Министерство страхования штата Калифорния по телефону 1-800-927-4357.

Russian

無料の言語サービス。日本語で通訳をご提供し、書類をお読みします。サービスをご希望の方は、IDカード記載の番号までお問い合わせください。個人・家族会員の方は、800-839-2172まで、雇用者団体会員の方は、800-522-0088まで、また、Healthy Families 会員の方は、888-231-9473までご連絡ください。更なるお問い合わせは、カリフォルニア州保険庁、1-800-927-4357までご連絡ください。

Japanese

خدمات مجاني مربوط به زبان. ميتوانيد از خدمات يك مترجم شفاهي برخوردار شده و بگوييد مدارك به زبان خودتان براي آن خوانده شوند. براي دريافت كمي، با ما از طريق شماره تلفني كه روي كارت شناسائي شما قيد شده است تماس بگيريد، و يا اعضاء «طرح افراد و خانواده ها» لطفاً به شماره 800-839-2172 تلفن كنند. اعضاء گروههاي كارفرمايان لطفاً با شماره 800-522-0088 تماس بگيرند. اعضاء Healthy Families لطفاً به شماره 888-231-9473 تلفن كنند. براي دريافت كمي بيشتر، به اداره بيمه كاليفرنيا به شماره 1-800-927-4357 تلفن كنيد.

Farsi

ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ: ਤੁਹਾਨੂੰ ਦੁਬਾਰੀਆਂ ਮਿਲ ਸਕਦਾ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ ਤੁਸੀਂ ਤੁਹਾਡੇ ਆਈ ਡੀ ਕਾਰਡ 'ਤੇ ਲਿਖੇ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਫੋਨ ਕਰੋ। ਜਾਂ, ਵਿਅਕਤੀ ਅਤੇ ਪਰਿਵਾਰ ਮੈਂਬਰ ਕਿਰਪਾ ਕਰਕੇ 800-839-2172 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ। ਰੁਜ਼ਗਾਰ ਦਾਤਾ ਗਰੁੱਪ ਦੇ ਮੈਂਬਰ ਕਿਰਪਾ ਕਰਕੇ 800-522-0088 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ। ਹੈਲਥੀ ਫੈਮਿਲੀਜ਼ ਦੇ ਮੈਂਬਰ ਕਿਰਪਾ ਕਰਕੇ 888-231-9473 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ। ਹੋਰ ਮਦਦ ਲਈ ਕੈਲੀਫੋਰਨਿਆ ਦੇ ਬੀਮਾ ਵਿਭਾਗ ਨੂੰ 1-800-927-4357 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ।

Punjabi

សេវាផ្នែកភាសាពិតជិតថ្លៃ ។ អ្នកអាចទទួលបានអ្នកបកប្រែភាសាម្នាក់ និងឱ្យគេអានឯកសារជូនអ្នកជាភាសារបស់អ្នក ។ សម្រាប់ជំនួយសូមទូរស័ព្ទមកយើងខ្ញុំតាមលេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់អ្នក ឬ សមាជិកជាបុគ្គលនិងជាក្រុមសមាជិកសូមទូរស័ព្ទទៅលេខ 800-839-2172 ។ សមាជិកដែលជាក្រុមនិយោជក សូមទូរស័ព្ទមកលេខ 800-522-0088 ។ សមាជិករបស់ Healthy Families សូមទូរស័ព្ទទៅលេខ 888-231-9473 ។ សម្រាប់ជំនួយផ្នែកឧបត្ថម្ភសូមទូរស័ព្ទទៅក្រសួងធានារ៉ាប់រងនៃរដ្ឋកាលីហ្វ័រញ៉ា (CA Dept. of

Insurance) តាមលេខ 1-800-927-4357 ។

Cambodian

خدمات ترجمه بدون تکلفة. يمكنك الاستعانة بمترجم وطلب قراءة وثائق بلغتك. للحصول على المساعدة، اتصل بنا على الرقم المبين على بطاقة عضويتك وبالنسبة للأفراد وأعضاء الأسرة رجاء الاتصال بالرقم 800-839-2172. بالنسبة لمجموعات صاحب العمل رجاء الاتصال بالرقم 800-522-0088. ويرجى من أعضاء الأسر المتمتعة بصحة جيدة (Healthy Families) الاتصال بالرقم 888-231-9473. لمزيد من المساعدة، اتصل بإدارة التأمين لولاية كاليفورنيا على الرقم 1-800-927-4357.

Arabic

Cov Kev Pab Txhais Lus Uas Tsis Tau Them Nqi. Yuav muaj ib tug neeg txhais lus thiab nyeem cov ntawv ua koj hom lus rau koj. Yog xav tau kev pab, hu rau pab ntawm tus xov tooj nyob hauv koj daim yuaj ID los sis cov tswv cuab hauv pawg rau Tus Kheej thiab Tsev Neeg thov hu rau 800-839-2172. Cov tswv cuab hauv pawg tom chaw ua hauj lwm thov hu rau 800-522-0088. Cov tswv cuab hauv Healthy Families thov hu rau 888-231-9473. Yog xav tau kev pab ntxiv hu rau CA Lub Caj Meem Fai Saib Xyuas Txog Kev Tuav Pov Hwm ntawm 1-800-927-4357.

Hmong

ບໍລິການພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດໄດ້ຮັບບໍລິການແປພາສາແລະມີຜູ້ອ່ານເອກກະສານໃຫ້ທ່ານຟັງເປັນພາສາຂອງທ່ານເອງ. ເພື່ອຈະໄດ້ຮັບຄວາມຊ່ວຍເຫລືອ, ໃຫ້ໂທຫາພວກເຮົາຕາມໝາຍເລກທີ່ລະບຸໄວ້ໃນບັດປະກັນໄພຂອງທ່ານ ຫລືຂໍໃຫ້ສະມາຊິກລາຍບຸກຄົນແລະຄອບຄົວໂທຕາມ 800-839-2172. ຂໍໃຫ້ສະມາຊິກກຸ່ມລູກຈ້າງໂທຕາມ 800-522-0088. ຂໍໃຫ້ສະມາຊິກ ເທັລຕີ ແຟມີລີສ໌ (Healthy Families) ໂທຕາມ 888-231-9473. ເພື່ອຈະໄດ້ຮັບຄວາມຊ່ວຍເຫລືອເພີ່ມຕື່ມ ໃຫ້ໂທໄປຫາກົມປະກັນໄພແຫ່ງລັດຄາລິຟໍເນຍທີ່ 1-800-927-4357.

Laotian

Contact Us

Health Net PPO
Post Office Box 10348
Van Nuys, California 91410-0348

Customer Contact Center

Large Group:

1-800-676-6976 (California PPO Covered Person)
1-800-861-7214 (Out-of-State (non-California) PPO Covered Persons)
(for companies with 51 or
more employees)

Small Business Group:

1-800-361-3366
(for companies with 2-50 employees)

Individual & Family Plans:

1-800-839-2172

1-800-331-1777 (Spanish)
1-877-891-9053 (Mandarin)
1-877-891-9050 (Cantonese)
1-877-339-8596 (Korean)
1-877-891-9051 (Tagalog)
1-877-339-8621 (Vietnamese)

Telecommunications Device for the Hearing and Speech Impaired:

1-800-995-0852

www.healthnet.com

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