



healthnet.com
HEALTH TOOLS AND RESOURCES
RIGHT AT YOUR FINGERTIPS.



Health Net empowers you to make better and more educated health care choices by providing online access to valuable tools and information resources.

We designed healthnet.com with you in mind. Once you become a registered member, you'll quickly see how healthnet.com helps make health care work for you.

ACCESS AND MANAGE YOUR HEALTH NET RESOURCES QUICKLY, EASILY — ONLINE



FIRST-TIME USER?

- Choose “Register” from our homepage *healthnet.com*.
- Fill out the form including your basic information and Health Net ID, submit and you're done!

EASY NAVIGATION, RIGHT FROM THE START

The administrative and wellness functions of *healthnet.com* will give you the support and tools needed to make better, more informed health care decisions for you and your family.

To access *healthnet.com*, you first need to register (see *First-Time User above*).

The site has an advanced security model that creates a custom website driven by your personal and health plan information.

healthnet.com is organized into five sections:

- See My Plan
- View Prescription Coverage
- Get Things Done
- Doctor Search
- Decision PowerSM Health and Wellness

SEE MY PLAN

Includes all the details about your benefits and is designed to provide the information you need to get the most out of your benefits. You can:

- Find out who's covered and the copay amount.
- View prior authorization list for services and prescriptions.
- Quickly change your primary care provider.
- Learn about Coordination of Benefits.
- Obtain copayment information.

VIEW PRESCRIPTION COVERAGE

Whether you want to access your prescription drug benefits or locate a pharmacy that is open late, our online tools will help you find what you need quickly and easily. Resources include:

- Your personal prescription history
- Mail-order pharmacy program
- Drug pricing tools
- Pharmacy copayment information and forms
- Preferred drug list
- Drug interaction tool that assesses drug combinations that may be harmful to you
- Generic equivalent drugs available to you, which can help save on your out-of-pocket expenses!

GET THINGS DONE

A fast, easy way to do the paperwork without a pen, *healthnet.com* can help you with a variety of administrative tasks too.

With access to tools that let you order new ID cards, change primary care physicians and update personal contact information, you can now take care of things online when it is convenient for you. Included in “Get Things Done” are links to claims, pharmacy and other forms. Less paperwork and fewer phone calls gives you more time for the things that really matter.

Plus, you can view your medical claims reports to help manage your health care finances. If you do have any questions, simply e-mail the Customer Contact Center.

DOCTOR SEARCH

Need a doctor close to work or one close to your home? Need to find a specialist for a particular condition? Our online Doctor Search lets you take control of finding the right doctor or hospital. Doctor Search locates doctors, hospitals and facilities in seconds. Located in the Doctor Search is our Advanced Search — a sophisticated tool that helps you find the right match — even by specialty, language or gender.

On “Doctor Search” you can also:

- Print a custom provider directory for your family.
- Compare hospitals.
- Get specific provider information that's tailored to your needs and conditions.

DECISION POWERSM HEALTH AND WELLNESS

What does health mean? For every person, there is a different definition. That's why Health Net created Decision Power.

Decision Power brings together under one roof the information, resources and personal support that fit you, your health and your life. Whether you're focused on staying fit, dealing with back pain or facing a serious diagnosis, we're here to help you work with your doctor and make informed decisions.

All Health Net plans come complete with Decision Power and you can use it as much as you like, in the way that works best for you. Get guidance setting achievable health goals. Focus on weight loss with a step-by-step online plan. Call a Health Coach to evaluate treatment options. Try multiple resources at once, or one at a time. 24 hours a day, seven days a week, Decision Power is here for you.

Health Risk Questionnaire (HRQ)

The HRQ helps you uncover potential health risks and take positive steps to control them. With its instant results and interactive features, the HRQ is your gateway to recommendations and resources based on your unique health profile. Among the highlights: you'll receive e-mail alerts on information and action steps to take based on your HRQ results.



FIND INFORMATION ONLINE
ABOUT **HEALTH NET**
PROGRAMS
DESIGNED TO HELP YOU

Personal Health Record (PHR)

Our health tracking tools make it possible for you to create a PHR so you can keep all your health-related information in one secure, easy-to-access location. These tools help you track medical claims as well as your child's development progress in a permanent record that you can take anywhere your child's health information is needed. What's more, once you complete the HRQ, the information you enter becomes part of your PHR.

Online Coaching

Try a step-by-step plan that combines online coaching and self-help tools with phone support to make lasting, healthy changes easier.

- Tobacco Use
- Weight Management (Adult and Pediatric)
- Nutrition
- Stress Reduction
- High Cholesterol
- High Blood Pressure (Hypertension)

Medication Center

The Medication Center provides you with the latest information on prescriptions, over-the-counter medications and supplements. You can monitor prescription history, check drug interactions and take a quiz to determine whether you make wise decisions about medications.

Disease and Condition Centers

Disease and Condition Centers give current, reliable information about specific health care problems. The Centers are valuable sources of information for some of the most common health care problems. From life-threatening conditions like heart disease, diabetes and cancer to chronic problems like allergies and back pain, the Disease and Condition Centers give you reliable, updated news about diagnosis, treatment options and prevention techniques.



Hospital Comparison Report

Compare hospitals based on factors that matter to you. The Hospital Comparison Report is a tool that gives you an independent analysis of area hospitals, including their clinical outcomes, patient volume and charges for a particular procedure or medical condition. The Hospital Comparison Report will quickly help you compare several hospitals based on what is most important to you. It is fast, reliable and designed to protect your privacy.

Treatment Cost Estimator

The Treatment Cost Estimator can help you manage your budget by projecting and comparing costs for various plan options, based on location. This tool provides you with costs for common health care services such as tests, medications, office visits, and procedures and treatments. The Treatment Cost Estimator also provides a list of health care services typically administered for common medical conditions, along with related costs for these services.

WELLNESS PROGRAMS AND DISCOUNTS

When it comes to a better overall health regimen, everyone can benefit from smarter choices. Our wellness programs provide customized support to improve your health. You'll find that these resources are designed to inspire and reinforce positive behavioral change. What's more, you get personalized, private support and learn about safe methods of improving your health that have proven to be effective.

At Health Net we believe good health is more than just the absence of illness. Our Decision Power Healthy Discounts program rewards you for being a member and supports your good health! For access to discounts on everything from nutritional counseling to chiropractic services and fitness centers to vision care, Health Net members can log on to healthnet.com > *Decision Power Health and Wellness* > *Decision Power Healthy Discounts*.

CONTACT US

For more information, visit healthnet.com > *Contact Us*. Your inquiry will go directly to our dedicated Internet Response Team which is trained specifically to help you with web-related questions.

HEALTH NET OF ARIZONA, INC.

Customer Contact Center

1-800-289-2818

Monday - Friday, 7 a.m. to 6 p.m.

healthnet.com



Health Net[®]
A Better Decision

In Arizona, benefits are insured and/or administered by Health Net of Arizona, Inc. for HMO plans and Health Net Life Insurance Company for Indemnity plans and life insurance coverage. The Health Net of Arizona, Inc. service area includes all Arizona counties.

You have access to Decision PowerSM through your current enrollment with any of the following Health Net companies: Health Net of Arizona, Inc.; Health Net of California, Inc.; Health Net of Connecticut, Inc.; Health Net of New Jersey, Inc.; Health Net of New York, Inc.; Health Net Health Plan of Oregon, Inc.; Health Net Insurance of New York, Inc.; Health Net Life Insurance Company.

Decision PowerSM is not part of Health Net's commercial medical benefit plans nor affiliated with Health Net's provider network and it may be revised or withdrawn without notice. Decision Power is part of Health Net's Medicare Advantage benefit plans but is not affiliated with Health Net's provider network. Decision Power services, including Health Coaches, are additional resources that Health Net makes available to enrollees of the above listed Health Net companies.

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Wellness programs are not part of the Health Net medical benefit plans or affiliated with our provider network. They are an added resource Health Net makes available to Health Net enrollees. They may be revised or withdrawn without notice.

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