

Extra Benefits

As a member of Health Net Healthy Heart (HMO), you get all of these extra benefits included with your plan. Most of these benefits are not covered by Original Medicare and not always offered by other health plans.

Take a look at the next few pages to see what Health Net Healthy Heart (HMO) has to offer!

You can also contact us or our partners with questions or for more information about these services.

See your Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Hearing Care Solutions Program

Did you know you have access to hearing coverage too?

As a Health Net Healthy Heart (HMO) member you will receive the following benefits:

- Routine hearing exam at \$15 copay

Call to schedule your hearing exam!

1-866-344-7756 (TTY: 711)

Monday - Friday, 6 a.m. - 6 p.m.
Mountain Time

Or visit:

www.hearingcaresolutions.com



Virtual Visits

Do you need to talk to a doctor?

Accessing a doctor is easier than ever. Members with Health Net Healthy Heart (HMO) can access a doctor through phone or video appointments.

General Medical

Virtual visits through Teladoc™ provide convenient, 24-hour access to in-network healthcare providers for non-emergency health issues including flu, rash, sinus infections, pink eye, seasonal allergies, and much more. It's available for you to use when you're at home, in the office, or even on vacation.

Smoking Cessation

Get the help you need to quit using tobacco products at no additional cost. Enroll by requesting a General Medical visit and ask the doctor about Tobacco Cessation.

Get medical advice, a diagnosis, or a prescription by phone or video. Virtual visits are available when you need them. As a Health Net Healthy Heart (HMO) member, there is no copay for virtual visit appointments through Teladoc™.

Now you are ready to make an appointment!

To create your Virtual visit account call the Teladoc™ member services line or visit them online:

Teladoc™ website:
Teladoc.com/hn

You can call Teladoc™ member services 24 hours a day, 7 days a week at:

1-800-835-2362 (TTY: 711) for general medical services.



24-Hour Nurse Connect

Let our nurses help you when you have questions about health concerns or need health information.

The nurse advice line is available to any member of Health Net Healthy Heart (HMO). The call is free and easy. A caring nurse will listen to your health problem and can help you decide the following:

- If you need to see a doctor
- If it is safe to wait or if you need care right away
- What to do if your symptoms get worse
- What you can start doing at home to feel better

You can call the nurse advice line 24 hours a day, 7 days a week.

Refer to the phone number on your health plan member ID card.



Vision Services

Do you need an eye exam?

Eye benefits made easy!

Members enrolled in Health Net Healthy Heart (HMO) are entitled to the following:

- One routine (non-Medicare covered) eye exam every calendar year.

Convenient services

- Access plan information online
- Professional care

Budget-friendly costs

With your Health Net Healthy Heart (HMO), there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any exam begins.

To find an optometrist near you or for more information call:

1-800-275-4737 (TTY: 711)

From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends and on federal holidays.

Or visit:

visionbenefits.envolvehealth.com

Contact Information

ID Card



Refer to the phone number on your health plan member ID card for the following services listed below:

24-Hour Nurse Connect

Member Services



Contact us at **1-800-275-4737 (TTY: 711)** for following services listed below:

Engolve Benefit Options (Vision Services)

Hours are from October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

Vendor Information

Hearing Care Solutions Program

1-866-344-7756 (TTY: 711)

Teladoc™ (Virtual visits)

1-800-835-2362 (TTY: 711)

Health Net is contracted with Medicare for HMO plans. Enrollment in Health Net depends on contract renewal.

This information is not a complete description of benefits. Call 1-800-275-4737 (TTY: 711) for more information.

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