

# 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 No Charge
- Hearing aid evaluation at No Charge
- A wide selection of fully digital instruments

Hearing aids (all sizes and styles) – Limited to 2 hearing aids total (1 per ear, per calendar year)

## 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](http://www.hearingcaresolutions.com)**

<b>Technology Level I</b> <b>You pay a \$0 copay per hearing aid</b>	<ul style="list-style-type: none"> <li>• Designed for essential listening environments</li> <li>• Optimal in quiet environments for day-to-day communication</li> <li>• Speech enhancement</li> <li>• Bluetooth compatible</li> </ul>
<b>Technology Level II</b> <b>You pay a \$475 copay per hearing aid</b>	<ul style="list-style-type: none"> <li>• Designed for a casual lifestyle</li> <li>• Optimal in quieter settings and very small groups</li> <li>• Good quality of sound</li> <li>• Bluetooth compatible</li> </ul>
<b>Technology Level III</b> <b>You pay a \$595 copay per hearing aid</b>	<ul style="list-style-type: none"> <li>• Designed for a moderately active lifestyle</li> <li>• Optimal in less demanding listening environments</li> <li>• Very good quality of sound</li> <li>• Rechargeable battery options</li> <li>• Direct to smartphone streaming</li> <li>• Bluetooth compatible</li> </ul>
<b>Technology Level IV</b> <b>You pay a \$800 copay per hearing aid</b>	<ul style="list-style-type: none"> <li>• Designed for an active lifestyle</li> <li>• Optimal in some demanding listening environments</li> <li>• Great quality of sound</li> <li>• Rechargeable battery options</li> <li>• Advanced technology for speech understanding in noise</li> <li>• Direct to smartphone streaming</li> <li>• Bluetooth compatible</li> </ul>
<b>Technology Level V</b> <b>You pay a \$1,350 copay per hearing aid</b>	<ul style="list-style-type: none"> <li>• Designed for a very active lifestyle</li> <li>• Optimal in a variety of challenging listening environments</li> <li>• Excellent quality of sound</li> <li>• Rechargeable battery options</li> <li>• Premium technology for speech understanding in noise</li> <li>• Direct to smartphone streaming</li> <li>• Bluetooth compatible</li> </ul>

Rechargeability and direct to smartphone streaming only available on some models. Some instruments may require an additional device for Bluetooth functionality and rechargeability. Out-of-pocket cost applies for ear molds.



## 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.envolve  
health.com**

# Contact Information

## ID Card



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

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**24-Hour Nurse Connect**

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## Member Services



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

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**Vision Services**

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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.

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## Vendor Information

Hearing Care Solutions Program

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

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Teladoc™ (Virtual visits)

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

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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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