

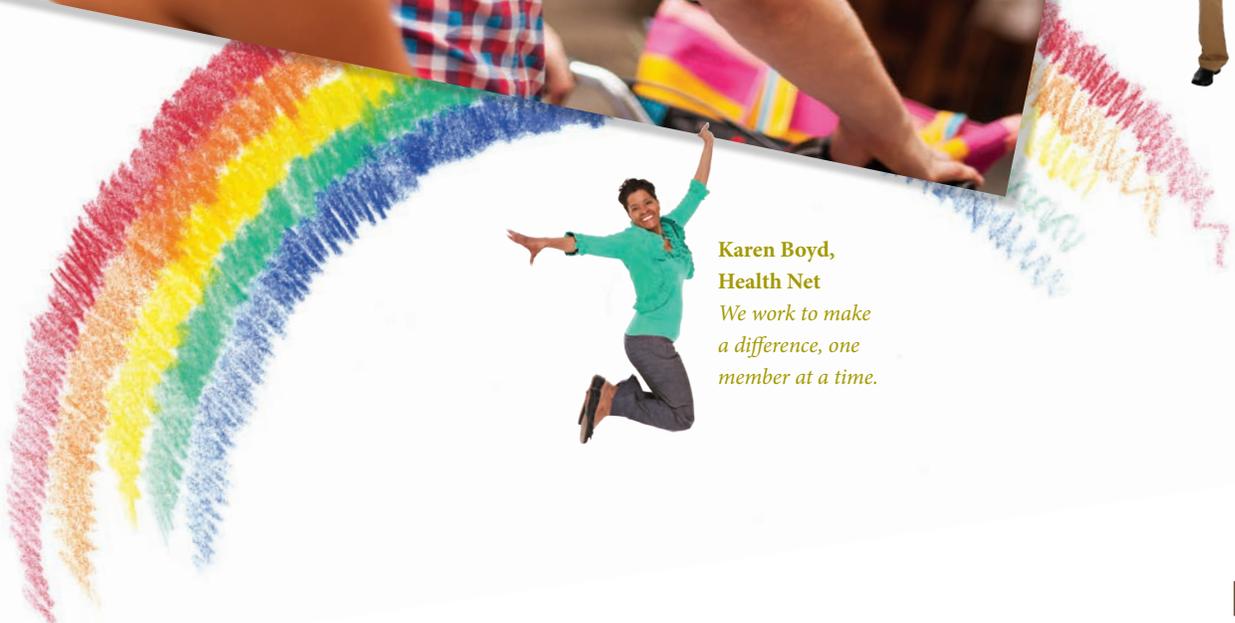
Health Net

# Wellness Rewards Program

*Putting your health first*



**Mark Rivera,  
Health Net**  
*We help protect  
the health of our  
communities.*



**Karen Boyd,  
Health Net**  
*We work to make  
a difference, one  
member at a time.*



Health Net®



# Wellness Rewards Program FAQs

Here at Health Net of California, Inc. (Health Net), we're all about health. Yours! Our online Health Risk Questionnaire (HRQ) is one of the ways we're investing in your health so that you can too!

## **Q.** *What is the Health Net Wellness Rewards Program?*

It's a program that is specifically designed to enhance your relationship with your primary care physician (PCP) by sharing your Health Risk Questionnaire (HRQ) results with your PCP for a \$50 gift card reward. To receive your reward, you must be an eligible Health Net member and complete the following actions:

- Log in to the **www.healthnet.com** member site. (**Note:** If you are not yet registered on [www.healthnet.com](http://www.healthnet.com), please complete the registration process in order to obtain access to our HRQ.)
- Complete the online HRQ.
- Schedule an appointment for your preventive care physical with your PCP, indicating you would like to discuss your HRQ results with your physician.
- Print your HRQ report and take it with you to your preventive care physical. It is important that you bring your results to the appointment because the report contains your actual HRQ results that you will be reviewing with your physician.

- Share your results with your PCP.
- After your appointment, log back in to your online account to confirm you shared your results with your PCP. Record any new health information that you may have obtained from your PCP visit in your online Personal Health Record.

## **Q.** *What is the objective of the Health Net Wellness Rewards Program?*

It is designed to reward eligible members for completing two actions:

- taking the online HRQ, and
- sharing the results with your PCP.

Once you have discussed your HRQ results with your PCP, you must log back in to your online account and complete the Primary Care Physician Form to confirm you shared your results with your PCP. The PCP form is located in the Reward section under "Complete Forms & Survey."

Only after you have completed these steps will you be eligible for a reward.



In order to receive the \$50 gift card, you must complete the HRQ online via the [www.healthnet.com](http://www.healthnet.com) website.



**Q.** *Who is eligible to participate?*

**The program is open to any Health Net member age 18 and over who is enrolled in a participating plan.<sup>1</sup>**

This includes employees, spouses, domestic partners, children ages 18 and over, COBRA beneficiaries, and employees on disability leave.

**Q.** *Who is eligible to receive a reward?*

Any eligible member who completes the reward fulfillment requirements is eligible to receive the \$50 gift card reward.

**Q.** *How do I sign up to take my online HRQ?*

You will need to register as a Health Net member at [www.healthnet.com](http://www.healthnet.com) – Click *Register*, then *I'm a Member*. Follow the instructions to complete your registration.

**Q.** *How do I find the HRQ on the Health Net website?*

1. Go to [www.healthnet.com](http://www.healthnet.com), and enter your user name and password information.
2. To access the HRQ, click on *Wellness Center* and go to the link under “Don't forget to take your HRQ!”
3. After clicking the link, you'll proceed to our secure website.

**Q.** *What if I don't have online access?*

To be eligible for the reward, you must complete the HRQ online via the [www.healthnet.com](http://www.healthnet.com) website. Paper copy submissions are not eligible for the reward.

**Q.** *How will I receive my reward notification and incentive fulfillment instructions?*

You will receive a notification (via USPS or email) that includes instructions on how to select your gift card.

**Q.** *How long does it take to receive my reward notification?*

Please allow Health Net ten business days to process your reward notification.

**Q.** *What can I get with the gift card?*

The gift card is good at any participating nationwide merchant. Depending on the retailer you choose, you can use your gift card online (please check with your retailer of choice if they accept gift cards for online purchases prior to selecting your reward) or in-store. You can even donate your reward to a nationally recognized charity.



**Janis E. Carter,**  
**Health Net**  
*We offer education tools to reinforce healthy lifestyles.*



<sup>1</sup>Eligible plans include SmartCare, Salud HMO y Más, HMO Full Network, HMO ExcelCare, EOA, and EOA ExcelCare. Some exceptions may apply. Check your plan documents to confirm the benefit is available.

**Q.** *How long will my reward be valid?*

The reward does not expire.

**Q.** *Who do I contact if I do not receive my reward notification within ten business days?*

You can call the Customer Contact Center number on the back of your ID card.

**Q.** *What if I already received a \$50 gift card reward for fulfilling the HRQ incentive requirements? Can I get another reward?*

Eligible members may obtain the gift card reward once every calendar year. Incentive fulfillment requirements still apply.

**Q.** *How do I know that my information will be kept confidential?*

Under federal law, Health Net cannot share personal health information with your employer group, including names of participants in this program. The information exchanged between Health Net and its participating vendors is limited to what is necessary to fulfill the incentive to qualify for the reward. HRQ data is stored and protected in a secure database, and information is sent through a secure connection which encrypts all communications. Please note, the information in your HRQ results and your Personal Health Record cannot and will not be used to calculate or adjust your premium.



**Josefina Bravo,**  
**Health Net**  
*We help members  
build healthy habits.*

## Completing your Health Net HRQ is easy.

All you have to do is:

1. Register for access to the Health Net website at [www.healthnet.com](http://www.healthnet.com).
2. To access the HRQ, click on *Wellness Center* and go to the link under “Don’t forget to take your HRQ!”

3. Prepare by gathering important health information, such as your current height, weight, blood pressure, and results from recent lab work if you have it, such as cholesterol, glucose and triglyceride levels. The more accurate your responses, the more valuable your results will be.
4. Follow the instructions to complete the HRQ.



Championing solutions for the health of Californians. **It's not just our business. It's our passion.**

In addition to the State of California nondiscrimination requirements (as described in benefit coverage documents), Health Net of California, Inc. (Health Net) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health Net does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health Net:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, contact Health Net’s Customer Contact Center at **1-800-522-0088 (TTY: 711)**.

If you believe that Health Net has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by calling the number above and telling them you need help filing a grievance; Health Net’s Customer Contact Center is available to help you. You can also file a grievance by mail: Health Net, PO Box 10348, Van Nuys, California 91410-0348, by fax: 1-877-831-6019, or online: [healthnet.com](http://healthnet.com).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019 (TDD: 1-800-537-7697).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**English**

No Cost Language Services. You can get an interpreter. You can get documents read to you and some sent to you in your language. For help, call us at the number listed on your ID card or call 1-800-522-0088 (TTY: 711).

**Arabic**

خدمات اللغة مجانية. يمكنك الحصول على مترجم فوري. ويمكنك الحصول على وثائق مقروءة لك. للحصول على المساعدة، اتصل بنا على الرقم الموجود على بطاقة الهوية، أو اتصل على مركز الاتصال التجاري (TTY: 711) 1-800-522-0088

**Armenian**

Անվճար լեզվական ծառայություններ: Դուք կարող եք բանավոր թարգմանիչ ստանալ: Փաստաթղթերը կարող են կարդալ ձեզ համար: Օգնության համար զանգահարեք մեզ ձեր ID քարտի վրա նշված հեռախոսահամարով կամ զանգահարեք 1-800-522-0088 (TTY: 711).

**Chinese**

免費語言服務。您可使用口譯員。您可請人使用您的語言將文件內容唸給您聽，並請我們將有您語言版本的部分文件寄給您。如需協助，請致電您會員卡上所列的電話號碼與我們聯絡，或致電 1-800-522-0088 (TTY: 711)。

**Hindi**

बना लागत की भाषा सेवाएँ। आप एक दुभाषिया प्राप्त कर सकते हैं। आपको दस्तावेज पढ़ कर सुनाए जा सकते हैं। मदद के लिए, आपके आईडी कार्ड पर दिए गए सूचीबद्ध नंबर पर हमें कॉल करें, या 1-800-522-0088 (TTY: 711)।

**Hmong**

Kev Pab Txhais Lus Dawb. Koj xav tau neeg txhais lus los tau. Koj xav tau neeg nyeem cov ntaub ntawv kom yog koj hom lus los tau. Xav tau kev pab, hu peb tau rau tus xov tooj ntawm koj daim npav los yog hu 1-800-522-0088 (TTY: 711).

**Japanese**

無料の言語サービス。通訳をご利用いただけます。文書をお読みします。援助が必要な場合は、IDカードに記載されている番号までお電話いただくか、1-800-522-0088、(TTY: 711)。

**Khmer**

សេវាកម្មដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូម ទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរសព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ឬ ទាក់ទងទៅមជ្ឈមណ្ឌលទំនាក់ទំនងពាណិជ្ជកម្ម នៃក្រុមហ៊ុន 1-800-522-0088 (TTY: 711)។

**Korean**

무료 언어 서비스. 통역 서비스를 받을 수 있습니다. 귀하가 구사하는 언어로 문서의 낭독 서비스를 받으실 수 있습니다. 도움이 필요하시면 보کم ID 카드에 수록된 번호로 전화하시거나 1-800-522-0088 (TTY: 711).

**Navajo**

Saad Bee Áká E'eyeed T'áá Jíík'é. Ata' halne'ígíí hóló. T'áá hó hazaad k'éhjí naaltsoos hach'í' wóltah. Shíká a'doowof nínízingo naaltsoos bee néího'dólzínígíí bikáa'gi béésh bee hane'í bikáá' áajj' hodílnih éí doodaii' 1-800-522-0088 (TTY: 711).

**Persian (Farsi)**

خدمات زبان به طور رایگان. می توانید یک مترجم شفاهی بگیرید. می توانید درخواست کنید که اسناد برای شما قرائت شوند. برای دریافت راهنمایی، با ما به شماره ای که روی کارت شناسایی شما درج شده تماس بگیرید یا با مرکز تماس بازرگانی 1-800-522-0088 (TTY: 711).

**Panjabi (Punjabi)**

ਬਨਿਾਂ ਕਸਿ ਲਾਗਤ ਤੋਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਨੂੰ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ਆਈਡੀ ਕਾਰਡ ਤੇ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਸਾਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ ਕਰਿਪਾ ਕਰਕੇ 1-800-522-0088 (TTY: 711).

**Russian**

Бесплатная помощь переводчиков. Вы можете получить помощь устного переводчика. Вам могут прочитать документы. За помощью обращайтесь к нам по телефону, приведенному на вашей идентификационной карточке участника плана. Кроме того, вы можете позвонить в 1-800-522-0088 (TTY: 711).

**Spanish**

Servicios de idiomas sin costo. Puede solicitar un intérprete. Puede obtener el servicio de lectura de documentos y recibir algunos en su idioma. Para obtener ayuda, llámenos al número que figura en su tarjeta de identificación o comuníquese con el 1-800-522-0088 (TTY: 711).

**Tagalog**

Walang Bayad na Mga Serbisyo sa Wika. Makakakuha kayo ng isang interpreter. Makakakuha kayo ng mga dokumento na babasahin sa inyo. Para sa tulong, tawagan kami sa nakalistang numero sa inyong ID card o tawagan ang 1-800-522-0088 (TTY: 711).

**Thai**

ไม่มีค่าบริการด้านภาษา คุณสามารถใช้ล่ามได้ คุณสามารถให้อ่านเอกสารให้ฟังได้ สำหรับความช่วยเหลือ โทรหาเราตามหมายเลขที่ให้ไว้บนบัตรประจำตัวของคุณ หรือ โทรหาศูนย์ติดต่อเชิงพาณิชย์ของ 1-800-522-0088 (TTY: 711).

**Vietnamese**

Các Dịch Vụ Ngôn Ngữ Miễn Phí. Quý vị có thể có một phiên dịch viên. Quý vị có thể yêu cầu được đọc cho nghe tài liệu. Để nhận trợ giúp, hãy gọi cho chúng tôi theo số được liệt kê trên thẻ ID của quý vị hoặc gọi 1-800-522-0088 (TTY: 711).

