Who is First Health?
Health Net has partnered with First Health, a prominent national network of doctors and hospitals throughout the U.S. This arrangement allows you as a Health Net out-of-state PPO member to receive health care services at a contracted rate since you reside outside of California.

When you make your appointment for regular services\(^1\), **be sure you ask the doctor, hospital or facility if they participate in the First Health Network.** This will ensure your services are covered at the higher in-network level.

Did you know?
- As a Health Net out-of-state PPO plan member, you can go to any doctor or hospital in the First Health network or choose a provider outside the network.
- When you use the First Health provider network, **you usually pay less.**
- If you receive care from a provider not contracted with First Health, you may have to pay higher out-of-pocket costs at the time of service and will then need to submit a claim to receive your reimbursement.

Find a First Health provider online
With our ProviderSearch tool, you can find a participating First Health doctor, hospital, urgent care center, or other provider quickly. Visit **www.healthnet.com** and follow these simple steps:
- click on **ProviderSearch – Find a doctor**;
- click **Search First Health**;
- choose a search method and enter the required information;
- then
- click **Go** to get your results.

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\(^1\)Please refer to your Certificate of Insurance for exclusions and limitations.
Finding a pharmacy is easy

Our participating pharmacies include most major national chains, many regional chains and some local independents throughout the country. To find a participating pharmacy, go to www.healthnet.com/mypharmacy and then:

- click on Finding a Pharmacy; then
- click on Continue after reading the disclaimer. It will take you to the Pharmacy Locator.

What about emergency care?

In case of an emergency, go to the nearest emergency or urgent care facility, even if it’s not a contracted First Health provider. Be sure you or a family member contacts Health Net as soon as possible after receiving care.

Contact us

If you have questions or need help finding a First Health PPO physician or hospital, you can also call the Customer Contact Center phone number on the back of your ID card, Monday through Friday, 8:00 a.m. to 6:00 p.m. Pacific time. We’re here to help!