



SANTÉ COMMUNITY
PHYSICIANS

MEMORANDUM

DATE: January 20, 2020
TO: Santé Community Physicians
FROM: Valentine Villaluz, Supervisor, Physician Services and Education
RE: Health Net Jade Medicare Plan

This communication is for physician practices that are contracted with Santé Community Physicians on the Medicare line of business. Health Net has added a new Medicare Advantage Plan to the Fresno County market by the name Health Net Jade (HMO C-SNP) Chronic Special Needs Plan and it is contracted with Santé's Medicare providers.

Health Net Jade HMO (C-SNP) will follow your Santé Medicare contract rates.

	Health Net Jade
PCP Copay	\$0
Specialist Copay	\$0

Attached are the Summary of Benefits, Quick Reference Guide and Extra Benefits for your reference.

If you have any questions, please feel free to contact Santé's Customer Service Department at (559) 228-5410 or Valentine Villaluz at (559) 228-4308.

Simplify Office Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website:

ca.healthnetadvantage.com

- Patient care forms
- Pre-Auth Needed tool
- Health Net news
- Provider Manual
- Preferred Drug List
- Member resources

Secure Provider Portal:

ca.healthnetadvantage.com

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Check Member Eligibility

- Secure Web Portal
- Provider Services:
**Healthy Heart, Seniority Plus Green,
Seniority Plus Ruby, Gold Select,
Seniority Plus Sapphire:**
1-800-275-4737
Seniority Plus Sapphire Premier I & II:
1-800-431-9007

Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointment.

Pre-Visit Planning Checklist

- ✓ Verify member eligibility.
- ✓ Check for patient care gaps and address them during upcoming office visit.
- ✓ Use *Pre-Auth Needed* tool to determine if prior authorization is needed before appointment.

Prior Authorization

Use the Pre-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorization requests:

SECURE PROVIDER PORTAL

MEDICAL FAX:
1-844-501-5713

BEHAVIORAL HEALTH FAX:
1-855-703-3268

Phone:
1-888-426-0030

Claims

TIMELY FILING GUIDELINES:
95 days from date of service.

Claims can be submitted via:

SECURE PORTAL

CLEARINGHOUSES:
EDI Payor ID 68069

MAIL PAPER CLAIMS TO:
Health Net
Attn: Claims P.O. Box 3060
Farmington, MO 63640-3822

Other Partners

To contact our other health services partners:

DENTAL:
1-866-249-2382

VISION:
1-866-392-6058

BEHAVIORAL HEALTH:
1-888-426-0030

Questions?

Call Provider Services

**Healthy Heart, Seniority Plus Green,
Seniority Plus Ruby, Gold Select, Seniority
Plus Sapphire: 1-800-275-4737**
**Seniority Plus Sapphire Premier I & II:
1-800-431-9007**
ca.healthnetadvantage.com



This is your Summary of Benefits.

2020

Health Net Jade (HMO C-SNP) H0562: 118

Fresno County, CA



H0562_118_20_13284SB_M_Accepted 09012019

*Coverage for
every stage of life™*

This booklet provides you with a summary of what we cover and the cost-sharing responsibilities. It doesn't list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please call us at the number listed on the last page, and ask for the "Evidence of Coverage" (EOC), or you may access the EOC on our website at ca.healthnetadvantage.com.

You are eligible to enroll in Health Net Jade (HMO C-SNP) if:

- You are entitled to Medicare Part A and enrolled in Medicare Part B. Members must continue to pay their Medicare Part B premium if not otherwise paid for under Medicaid or by another third party.
- You must be a United States citizen, or are lawfully present in the United States and permanently reside in the service area of the plan (in other words, your permanent residence is within the Health Net Jade (HMO C-SNP) service area county). Our service area includes the following county in California: Fresno.
- You do not have End-Stage Renal Disease (ESRD). (Exceptions may apply for individuals who develop ESRD while enrolled in a Health Net commercial or group health plan, or a Medicaid plan.)
- For Health Net Jade (HMO C-SNP) Chronic Special Needs Plan (C-SNP), you must also have been diagnosed with cardiovascular disorders, chronic heart failure, and/or diabetes.

The Health Net Jade (HMO C-SNP) plan gives you access to our network of highly skilled medical providers in your area. You can look forward to choosing a Primary Care Provider (PCP) to work with you and coordinate your care. You can ask for a current provider and pharmacy directory or, for an up-to-date list of network providers, visit ca.healthnetadvantage.com. (Please note that, except for emergency care, urgently needed care when you are out of the network, out-of-area dialysis services, and cases in which our plan authorizes use of out-of-network providers, if you obtain medical care from out-of-plan providers, neither Medicare nor Health Net Jade (HMO C-SNP) will be responsible for the costs.)

This Health Net Jade (HMO C-SNP) plan also includes Part D coverage, which provides you with the ease of having both your medical and prescription drug needs coordinated through a single convenient source.

Summary of Benefits

JANUARY 1, 2020–DECEMBER 31, 2020

Benefits	Health Net Jade (HMO C-SNP) H0562: 118 Premiums / Copays / Coinsurance
Monthly Plan Premium	\$0 You must continue to pay your Medicare Part B premium.
Deductible	No deductible
Maximum Out-of-Pocket Responsibility <i>(does not include prescription drugs)</i>	\$3,000 annually This is the most you will pay in copays and coinsurance for covered medical services for the year.
Inpatient Hospital Coverage* ▪	For each admission, you pay: <ul style="list-style-type: none"> • \$100 copay per day, for days 1 through 4 • \$0 copay per day, for days 5 and beyond
Outpatient Hospital Coverage* ▪	<ul style="list-style-type: none"> • Outpatient Hospital: \$100 copay per visit • Observation Services: \$100 copay during an outpatient hospital facility visit • Observation Services: \$120 copay during an emergency room visit • Ambulatory Surgical Center: \$50 copay per visit
Doctor Visits* ▪	<ul style="list-style-type: none"> • Primary Care: \$0 copay per visit • Specialist: \$0 copay per visit
Preventive Care* ▪ <i>(e.g. flu vaccine, diabetic screening)</i>	\$0 copay for most Medicare-covered preventive services Other preventive services are available.
Emergency Care	\$120 copay per visit You do not have to pay the copay if admitted to the hospital immediately.
Urgently Needed Services	\$5 copay per visit
Diagnostic Services/ Labs/Imaging*	<ul style="list-style-type: none"> • Lab services: \$0 copay • Diagnostic tests and procedures: \$0 copay • Outpatient X-ray services: \$0 copay • Diagnostic Radiology Services (such as, MRI, MRA, CT, PET): \$0 copay
Hearing Services* ▪	<ul style="list-style-type: none"> • Hearing exam (Medicare-covered): \$0 copay • Routine hearing exam: \$0 copay (1 every calendar year) • Hearing aid: \$0-\$1,350 copay (2 hearing aids total, 1 per ear, per calendar year).

Services with an * (asterisk) may require prior authorization from your doctor.

Services with a ▪ (square) may require referral from your doctor.

Benefits	Health Net Jade (HMO C-SNP) H0562: 118 Premiums / Copays / Coinsurance
Dental Services* ▣	<ul style="list-style-type: none"> ● Dental services (Medicare-covered): \$5 copay per visit ● Preventive Dental Services: \$0 copay (including oral exams, cleanings, fluoride treatment, and X-rays) ● Comprehensive dental services: Additional comprehensive dental benefits are available.
Vision Services * ▣	<ul style="list-style-type: none"> ● Vision exam (Medicare-covered): \$0 copay per visit ● Routine eye exam: \$0 copay per visit (up to 1 every calendar year) ● Routine eyewear: up to \$250 allowance every calendar year
Mental Health Services*	Individual and group therapy: \$0 copay per visit
Skilled Nursing Facility*	For each benefit period, you pay: <ul style="list-style-type: none"> ● \$0 copay per day, days 1 through 20 ● \$50 copay per day, days 21 through 100
Physical Therapy* ▣	\$10 copay per visit
Ambulance*	<ul style="list-style-type: none"> ● Ground ambulance services: \$125 copay (per one-way trip) ● Air ambulance services: 5% coinsurance (per one-way trip)
Transportation* ▣	\$0 copay (per one-way trip) Up to 40 one-way trips to plan-approved locations each calendar year. Mileage limits may apply.
Medicare Part B Drugs*	<ul style="list-style-type: none"> ● Chemotherapy drugs: 20% coinsurance ● Other Part B drugs: 20% coinsurance

Services with an * (asterisk) may require prior authorization from your doctor.

Services with a ▣ (square) may require referral from your doctor.

Part D Prescription Drugs

Deductible Stage	This plan does not have a Part D deductible.		
Initial Coverage Stage (after you pay your deductible, if applicable)	After you have met your deductible (if applicable), the plan pays its share of the cost of your drugs and you pay your share of the cost. You generally stay in this stage until the amount of your year-to-date “total drug costs” reaches \$4,020. “Total drug costs” is the total of all payments made for your covered Part D drugs. It includes what the plan pays and what you pay. Once your “total drug costs” reach \$4,020 you move to the next payment stage (Coverage Gap Stage).		
	Preferred Retail Rx 30-day supply	Standard Retail Rx 30-day supply	Mail Order Rx 90-day supply
Tier 1: Preferred Generic	\$0 copay	\$10 copay	\$0 copay
Tier 2: Generic	\$5 copay	\$20 copay	\$10 copay
Tier 3: Preferred Brand	\$37 copay	\$47 copay	\$101 copay
Tier 4: Non-Preferred Drug	\$90 copay	\$100 copay	\$260 copay
Tier 5: Specialty	33% coinsurance	33% coinsurance	Not Available
Tier 6: Select Care Drugs	\$0 copay	\$0 copay	\$0 copay
Coverage Gap Stage	<p>During this payment stage, you receive a 70% manufacturer’s discount on covered brand name drugs and the plan will cover another 5%, so you will pay 25% of the negotiated price and a portion of the dispensing fee on brand-name drugs. In addition, the plan will pay 75% and you pay 25% for generic drugs. (The amount paid by the plan does not count towards your out-of-pocket costs.)</p> <p>You generally stay in this stage until the amount of your year-to-date “out-of-pocket costs” reaches \$6,350. “Out of pocket costs” includes what you pay when you fill or refill a prescription for a covered Part D drug and payments made for your drugs by any of the following programs or organizations: “Extra Help” from Medicare; Medicare’s Coverage Gap Discount Program; Indian Health Service; AIDS drug assistance programs; most charities; and most State Pharmaceutical Assistance Programs (SPAPs). Once your “out-of-pocket costs” reach \$6,350, you move to the next payment stage (Catastrophic Coverage Stage).</p>		
Catastrophic Stage	During this payment stage, the plan pays most of the cost for your covered drugs. For each prescription, you pay whichever of these is greater: a payment equal to 5% coinsurance of the drug, or a copayment (\$3.60 for a generic drug or a drug that is treated like a generic, \$8.95 for all other drugs).		

Part D Prescription Drugs

Important Info:

Cost-sharing may change depending on the level of help you receive, the pharmacy you choose (such as Preferred Retail, Standard Retail, Mail Order, Long-Term Care, or Home Infusion) and when you enter any of the four stages of the Part D benefit.

For more information about the costs for Long-Term Supply, Home Infusion, or additional pharmacy-specific cost-sharing and the stages of the benefit, please call us or access our EOC online.

Additional Covered Benefits

Benefits	Health Net Jade (HMO C-SNP) H0562: 118 Premiums / Copays / Coinsurance
Opioid Treatment Program Services*	<ul style="list-style-type: none"> • Individual setting: \$0 copay per visit • Group setting: \$0 copay per visit
Over-the-Counter (OTC) Items	<p>\$0 copay (\$30 allowance per quarter) for items available via mail. There is a limit of 15 per item, per order, with the exception of blood pressure monitors, which are limited to one per year.</p> <p>Please visit the plan's website to see the list of covered over-the-counter items.</p>
Chiropractic Care* ■	Chiropractic services (Medicare-covered): \$5 copay per visit
Medical Equipment/Supplies*	<ul style="list-style-type: none"> • Durable Medical Equipment (e.g., wheelchairs, oxygen): 20% coinsurance • Prosthetics (e.g., braces, artificial limbs): 20% coinsurance • Diabetic supplies: \$0 copay
Foot Care[■] (Podiatry Services)	<ul style="list-style-type: none"> • Foot exams and treatment (Medicare-covered): \$5 copay • Routine foot care: \$5 copay per visit (6 visits every calendar year)
Wellness Programs	<ul style="list-style-type: none"> • Fitness program: \$0 copay • 24-hour Nurse Connect: \$0 copay • Supplemental smoking and tobacco use cessation (counseling to stop smoking or tobacco use): \$0 copay <p>For a detailed list of wellness program benefits offered, please refer to the EOC.</p>
Worldwide Emergency Care	\$50,000 plan coverage limit for supplemental urgent/emergent services outside the U.S. and its territories every calendar year.

Services with an * (asterisk) may require prior authorization from your doctor.

Services with a ■ (square) may require referral from your doctor.

For more information, please contact:

Health Net Jade (HMO C-SNP)
PO Box 10420
Van Nuys, CA 91410

ca.healthnetadvantage.com

Current members should call: 1-800-431-9007 (TTY: 711)
Prospective members should call: 1-800-977-6738 (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.

If you want to know more about the coverage and costs of Original Medicare, look in your current “Medicare & You” handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

This information is not a complete description of benefits. Call 1-800-431-9007 (TTY: 711) for more information.

“Coinsurance” is the percentage you pay of the total cost of certain medical and/or prescription services.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

This document is available in other formats such as Braille, large print or audio.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-431-9007 (TTY: 711)

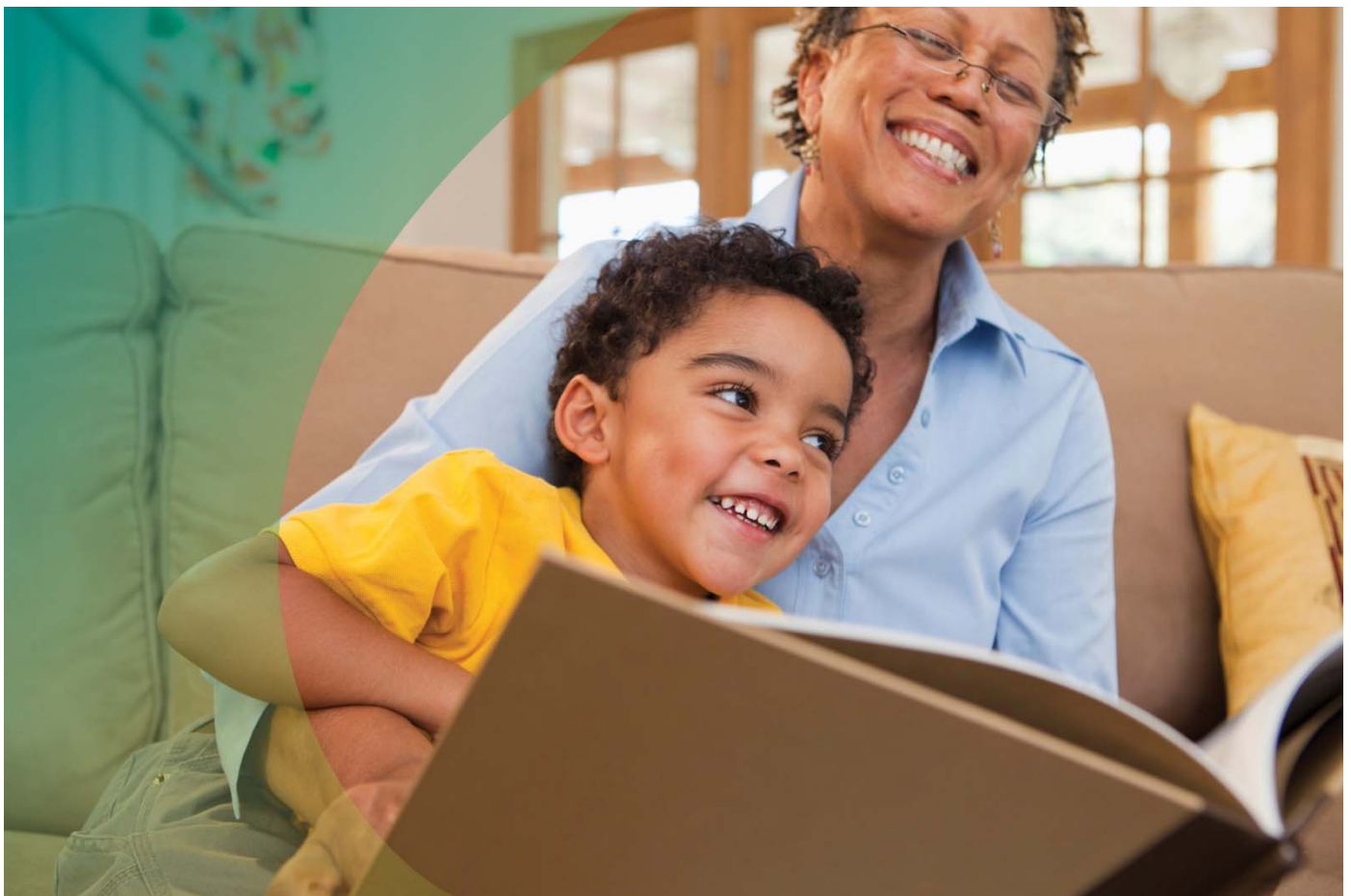
Health Net is contracted with Medicare for HMO SNP plans. Enrollment in Health Net depends on contract renewal.

Extra Benefits

As a member of Health Net Jade (HMO C-SNP), 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 Jade (HMO C-SNP) 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.

Keep smiling! Dental benefits made easy!

This Health Net Jade (HMO C-SNP) plan offers coverage for hundreds of dental procedures, including many preventive and comprehensive procedures at low or no copayment. With access to care through a large dental network, this plan offers affordable, flexible, quality dental coverage.

As a member of Health Net Jade (HMO C-SNP), you will enjoy benefits like:

Convenient services

- Access plan information online
- Local professional care

Budget-friendly costs

With your Health Net Jade (HMO C-SNP) dental benefit there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any treatment begins.

Preventive Services:

- Oral exams: \$0 copay
- Cleanings: \$0 copay
- Fluoride Treatment: \$0 copay
- X-rays: \$0 copay

Comprehensive Services:

- Non-Routine services: \$0 copay
- Diagnostic services: \$0 - \$15 copay
- Restorative services: \$0 - \$300 copay
- Endodontic: \$5 - \$275 copay
- Periodontics: \$0 - \$375 copay
- Extractions: \$15 - \$150 copay
- Prosthodontics: \$0 - \$2,250 copay

You can call for a full list of covered benefits.

Find out more information by calling 1-866-249-2382 (TTY: 711) 7:00 a.m.–10:00 p.m. Central Time, Monday–Friday, or visit yourdentalplan.com/healthnet.

» Hearing Care Solutions Program

Did you know you have access to hearing coverage too?

As a Health Net Jade (HMO C-SNP) 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).

Technology Level 1 You pay a \$0 copay per hearing aid	<ul style="list-style-type: none"> • Up to 12 channels • Up to 3 programs • Good for viewing television 	<ul style="list-style-type: none"> • Basic technology to improve hearing in quiet environments with minimal noise • Good for one on one conversations
Technology Level 2 You pay a \$475 copay per hearing aid	<ul style="list-style-type: none"> • Up to 16 channels • Up to 4 programs 	<ul style="list-style-type: none"> • Good technology for speech understanding in low noise environments • Good sound quality
Technology Level 3 You pay a \$595 copay per hearing aid	<ul style="list-style-type: none"> • Up to 48 channels • Up to 6 programs • Automatic function • Rechargeable with charger included* 	<ul style="list-style-type: none"> • Superior technology for speech understanding in moderate noise environments • Superior sound quality • Direct connectivity to iPhone*
Technology Level 4 You pay a \$800 copay per hearing aid	<ul style="list-style-type: none"> • Up to 48 channels • Up to 6 programs • Automatic function • Rechargeable with charger included* 	<ul style="list-style-type: none"> • Advanced technology for speech understanding in many environments • Direct connectivity to iPhone* • Advanced sound quality
Technology Level 5 You pay a \$1,350 copay per hearing aid	<ul style="list-style-type: none"> • Up to 48 channels • Up to 6 programs • Automatic function • Rechargeable with charger included* 	<ul style="list-style-type: none"> • Premium technology for speech understanding in many environments • Direct connectivity to iPhone* • Premium sound quality

* Certain features may only be available on some models

Call to schedule your hearing exam! 1-866-344-7756 (TTY: 711) 6:00 a.m.–6:00 p.m. Mountain Time, Monday–Friday.

Over-the-Counter (OTC) Supplemental Benefit

Take Advantage of Over-the-Counter Products per Quarter with NO COST TO YOU.

As a member of Health Net Jade (HMO C-SNP), you have an Over the Counter (OTC) benefit. Your plan includes a quarterly allowance of \$30 to buy the OTC medications and products you need to stay healthy.

These are some of the everyday things you can buy below:

- Allergy
- Cold Remedies
- Digestive Health
- Eye Care
- First Aid
- Foot Care
- Home Diagnostics
- Nicotine Replacement
- Oral Care
- Pain Relievers
- Personal Care
- Vitamins/Minerals

There is a limit of fifteen per item, per order, with the exception of blood pressure monitors, which are limited to one per year.

Be sure to use your benefit amounts before the end of quarter.

Easy ordering

Simply log in to your account by visiting HealthNet.otchs.com or call 1-866-528-4679 (TTY: 1-877-672-2688) Monday to Friday, 9:00 a.m. to 8:00 p.m. Eastern Time. Orders will be shipped to your home at no extra charge.

Please allow **7–10** business days for delivery.

The SILVER&FIT® Exercise & Healthy Aging Program Something For Everyone!™

It's easy to stay fit, have fun and make new friends with Health Net. Learn how Health Net is dedicated to helping you stay healthy by getting started now!

Follow these simple steps:

1. Go to www.SilverandFit.com.
2. Register to use the website.
3. Find a participating fitness center or YMCA, or sign up for the Home Fitness program.
4. Take your fitness card to the participating fitness center or YMCA.

If you prefer, you can call toll-free 1-888-797-7757 (TTY: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific Time, excluding holidays, to find a participating fitness center or YMCA near you or to enroll into the Home Fitness program.

All members can get access to:

- Healthy Aging classes 4 times a year (online or by mail)
- The Silver Slate® newsletter 4 times a year (online, by email, or by mail)
- The Silver&Fit Connected!™ tool, a fun and easy way to track your exercise at a fitness center or through a wearable fitness device or app and earn rewards
- Other web tools like a fitness center search and online classes

Remember: Check with your physician first before beginning any new exercise programs!

Silver&Fit is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver&Fit, Silver&Fit Connected! and the Silver Slate are trademarks of ASH and used with permission herein.

Transportation Services

Need a ride?

Health Net Jade (HMO C-SNP) offers enrolled members transportation coverage to the doctor and other medically approved appointments for no additional cost!

Benefits include:

- Curb to curb transportation to plan-approved locations
- Taxi, wheelchair vans and other modes of transportation to meet people's physical needs
- 40 one-way trips are covered to plan-approved locations per calendar year. Mileage limits may apply.

Please make a reservation at least 72 hours in advance by calling 1-877-718-4201 (TTY: 1-866-288-3133) from 8 a.m. – 6 p.m. (local time), Monday – Friday. If a need arises within the 72 hour advanced notice, please call to see if you can be accommodated.





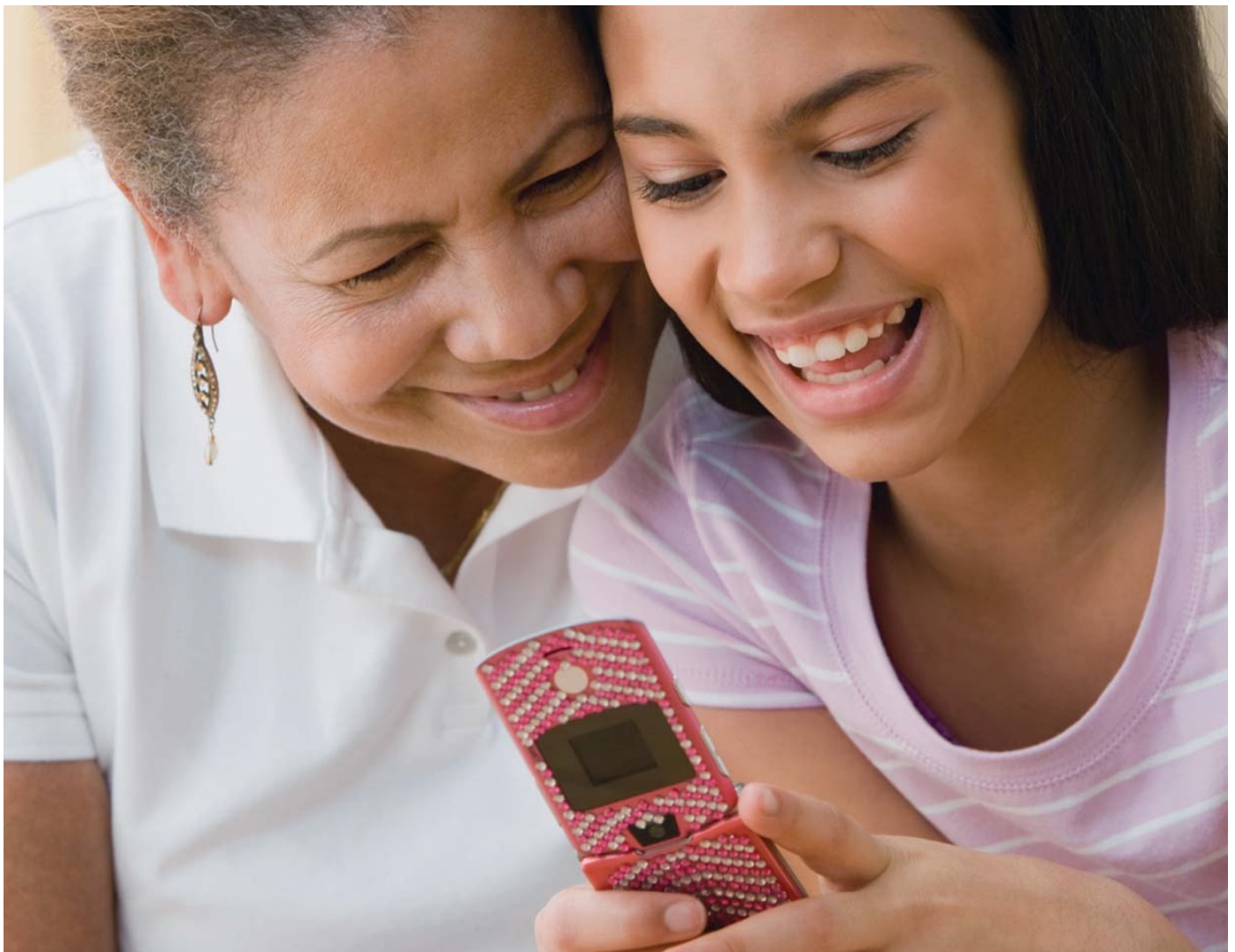
24-Hour Nurse Connect

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 Jade (HMO C-SNP). 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, 365 days a year. Refer to the phone number on your health plan member ID card.



Do you need an eye exam or eyewear?

Eye benefits made easy!

Members enrolled in Health Net Jade (HMO C-SNP) are entitled to the following:

- One routine (non-Medicare covered) eye exam every year.
- One routine eyewear purchase every year, limited to one set of frames and one pair of eyeglass lenses or contact lenses.
- There is a plan benefit limit of \$250 every year for routine eyewear including eyeglass lenses and contact lenses. You are responsible for amounts above the benefit limit.

Convenient services

- Access plan information online
- Ability to change your primary care eye doctor by phone or online
- Local professional care

Budget-friendly costs

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

Find out more information by calling 1-800-431-9007 (TTY: 711)

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 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 1-800-431-9007 (TTY: 711) for following services listed below:

Involve 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)
Health Net Dental California	1-866-249-2382 (TTY: 711)
OTC Health Solutions	1-866-528-4679 (TTY: 1-877-672-2688)
SILVER&FIT®	1-888-797-7757 (TTY: 711)
LogistiCare/Circulation Transportation	1-877-718-4201 (TTY: 1-866-288-3133)

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

This information is not a complete description of benefits. Call 1-800-431-9007 (TTY: 711) for more information.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-431-9007 (TTY: 711)