

GOOD NEWS!

Health Net is pleased to announce that effective January 1, 2011, our Complementary Care benefits will be administered by OptumHealth Physical Health (OptumHealth).

What should you know

- There are over 3,000 chiropractic and Complementary Alternative Medicine (CAM) providers in Washington, which is over a 40% improvement in provider access from the current network. Additionally, you and your employees have access to over 32,000 providers nationwide, and all of these providers are credentialed per URAC and NCQA requirements.
- OptumHealth has over 20 years experience in managing networks for musculoskeletal conditions. They are a respected authority in chiropractic and CAM services and offer a robust, wide-reaching network of providers who practice a variety of CAM therapies including acupuncture, massage therapy, naturopathic medicine, and nutrition counseling.
- The operations teams are committed to delivering service excellence. Services include claims administration and provider relations as well as provider and member call centers.
- **Health Net ID cards** – Current enrolled employees and their dependents will receive new ID cards in the month of January 2011 that specifies Health Net Complementary Care Network for chiropractic and CAM services. The new, toll-free phone number that will be listed on the cards is 1-877-369-2195¹.
- **Potential provider disruption** – If a member is currently seeing a contracted provider under ASH Networks that will no longer be contracted due to the change to OptumHealth, the member can:
 - Continue to see the ASH provider and receive services at the out-of-network level.
 - Change to an OptumHealth provider and receive services at the in-network level.
- **Provider nomination** – If a member would like to nominate their provider for participation in the OptumHealth network, they can complete a provider nomination form available on our website or by calling Customer Contact. If the provider wants to participate, they can go to the Health Net website for the OptumHealth information.

THE DETAILS

- **Website access** – Members may access the new provider link on our website, www.healthnet.com, as follows:
 - Choose *ProviderSearch* on the right hand side of the webpage
 - Follow the prompts to sign on to the secure member site, or use the *Guest* function to find providers. *Please note that the most accurate information is provided by signing on to the secure member site.*

For additional questions, please contact
your Health Net Sales Representative at
1-888-802-7001

¹This phone number will be active around 12/15/10.