

Health Net Health Plan of Oregon, Inc. (Health Net)

Health & Wellness

Programs and Services

A Guide for Members



Andre Hamil,
Health Net
*We help you make
informed decisions.*



Health Net®



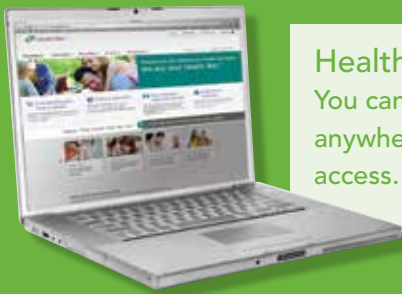
Choose Health – Take Action

Pursuing better health is our best defense against chronic medical conditions. That's why we created Decision Power®: Health & Wellness. With personalized tools and achievable goals, you can feel confident in your ability to make positive and lasting behavioral changes.


A bridge to healthy actions

Decision Power is a set of programs, created to engage people in their health. What you get is a bridge between knowing how to improve your health and wellness, and gaining the support and confidence to take action.

Our Decision Power programs encompass health and wellness, disease management, case management, and women and children's health.



Health & Wellness online

You can access most Decision Power: Health & Wellness programs and services anytime, anywhere. Look for the  icon throughout this brochure to identify programs with online access.

Get to Know Health Net's Decision Power: Health & Wellness!



Healthy lifestyle

Health Risk Questionnaire and Personal Health Record

Staying healthy is as important as getting better. That's why we offer tools like our Health Risk Questionnaire (HRQ) and Personal Health Record (PHR).

These self-directed, preventive care resources connect you to personalized information about your behavioral and medical health risks, along with a personalized action plan.

Based on your unique health needs, you'll receive recommendations to programs and resources to help you better manage your health and promote healthy habits. You can also opt in to receive emails with updates and valuable program information.

You can access the HRQ online by logging in to www.healthnet.com. After logging in, click on *Wellness Center*. Under Don't Forget to Take Your HRQ!, click on *Take the Quiz Now*.

myStrength – strengthening mind, body and spirit

myStrength is a confidential online resource, personalized to help improve your mood. The program's self-help tools are designed to help empower you to become – and stay – mentally and physically healthy. myStrength supports whole-person health, addressing topics like pain management, substance use, insomnia, depression, and anxiety.

Here are some program highlights:

- In-the-moment tracking.
- Interactive tools.
- Immediate stress-relieving tips.
- Weekly action plans.
- A variety of mood-improving activities.
- Daily inspiration.
- Mobile app.
- Step-by-step eLearning modules.
- A site that's highly confidential and HIPAA-compliant¹ – for member privacy!
- All this is included at no additional cost!

Signing up is easy

Log in to www.healthnet.com. After logging in, click on *Wellness Center*. Under myStrength, click on *Discover myStrength*, then *Go to myStrength from Health Net*.



Patrice Holloway,
Health Net
*We help members build
healthy habits.*



¹Health Insurance Portability and Accountability Act, a 1996 federal law that restricts access to individuals' private medical information.



Nicole daLomba,
Health Net
*We're here to support
your health goals.*

Health Promotion programs

Looking for a more flexible way to improve your health and wellness – on your own terms? Then these comprehensive behavior-change programs may be ideal. Our Health Promotion programs offer a self-directed, online path to achieving and maintaining health goals.

These programs include achievable goals, personalized to your preferences and interests. Program topics include:

- Reach a Healthy Weight.
- Improve Your Diet.
- Feel Less Stress.
- Be More Active.
- Live Tobacco-Free.
- Managing Type 2 Diabetes.
- Managing High Blood Pressure.

Each program focuses on one health topic and includes a to-do list of action items to help you reach your goals. And these programs are available online, so you can take steps for positive and lasting change when and where it's most convenient!

Online seminars

You'll have fun with our engaging seminars, which cover important health topics, while helping you take steps to live a healthier lifestyle. A new seminar is available the first of each month. Each complimentary seminar contains a topic-related article for easy printing.



We offer a dedicated
Quit For Life website
with helpful information,
a chat function and
learning modules.

Wellness health coaching

You can improve your health by interacting with a virtual health coach online or by engaging with a live health professional by telephone. Coaching outreach is driven by your specific needs. The program offers flexible communication, including secure email, eLearning modules and telephone. The online features include coaching tools like journaling, goal-setting and exercise/food trackers.

Healthy Pregnancy program

As a participant in the Healthy Pregnancy program, you'll access a range of specialized tools, including free educational resources and phone support, and case management (for women with high-risk pregnancies), to ensure you get the care you need.



Quit For Life®

The Quit For Life tobacco cessation program covers any type of tobacco, lets you talk with a quit coach for encouragement and support, and offers a personalized plan to quit. Here are some highlights of the program:

- **In-depth assessment and personalized cessation plans**, with medication support recommendations.
- **Up to four proactive, one-on-one counseling calls**, plus unlimited calls to our program clinicians.
- Quit For Life participant toolkit – **Quit Guide**.
- Helpful toolkit for family and friends – **Ally Guide**.
- Access to our **Text2Quit** tool.


Online chronic condition resources

If you have an existing health condition, we offer online informational centers with tools and resources to help you stay healthy for the long term. You'll access articles, videos and interactive tools, all organized by condition. Conditions include diabetes, heart disease, high cholesterol, asthma, high blood pressure, cancer, and more.

Disease Management program

Health Net's telephonic Disease Management program provides support to members with chronic conditions. Through personalized interventions and contemporary behavior change methodologies, Health Net's experienced staff can assist high-risk individuals diagnosed with chronic health conditions to better manage their conditions through education, empowerment and support. Health Net's Disease Management programs include Heart Failure, Chronic Obstructive Pulmonary Disease, Coronary Artery Disease, Diabetes, and Asthma.

Smart treatment decisions

 Smart Treatment Decisions is an online resource that offers decision points about:

- Medical tests.
- Medicines.
- Surgeries.
- Treatments and other issues.

With these decision points, you can focus on making informed health decisions by considering the benefits, risks and costs of each option, as well as how you feel about your condition.

Medications

With this tool, you'll learn about side effects, interactions, precautions, and more, including details about taking medications as prescribed, and tools to help you make better-informed decisions about medications.



Surgeries and procedures

Before making a decision about having surgery or a major procedure, you can use this tool to get informed and learn the basics about what to expect with different types of surgeries and procedures.

Our newest program: Take Charge of Your Health

Our newest virtual coaching program, Take Charge of Your Health, helps you better manage your chronic medical conditions through tailored wellness strategies and healthy behaviors you can stick to.

You'll follow a self-paced, online set of actions that count toward milestones and encourage you to take a more active role in your health.

Type 2 diabetes and high blood pressure management are the first conditions supported under this new focus area with additional conditions soon to follow.

More tools and resources

Nurse Advice Line

You can reach out to a clinician – 24 hours a day – and get instant support via telephone or by using the online chat system to ask questions in real time. You'll also get answers to questions about symptoms, minor illnesses or injuries, chronic conditions, medical tests, and medications.

Interactive health conversations

You can interact and get inspired with virtual health advisors. You'll engage in short virtual conversations on a host of health-related topics, including:

- Getting active.
- Healthy weight.
- Dealing with stress.
- Sleeping well.
- Preventing falls.
- Quitting smoking.

To get started with interactive health conversations:

- Log in to www.healthnet.com.
- Click on *Wellness Center*.
- Click on *Explore All Wellness Tools*.
- Click on the *Member Resource Center* tab.
- From the drop-down, click on *Wellness Resources* and then *Conversations*.

Progress trackers

You'll stay up-to-date on important lifestyle habits using a variety of online tracking tools. Our progress trackers are available for blood pressure, cholesterol, HbA1c, exercise, stress management, and more. You can access these trackers individually as standalone tools or as a part of our Health Promotion programs.



Useful monthly newsletters can help you make smart decisions that can improve your health.





As a member, you also get:

Healthy Discounts

You'll enjoy discounts on a variety of health services, programs and tools.

These services include:

- Weight management.
- Chiropractic and acupuncture.
- Vitamins, minerals and herbal supplements.
- Eye care.
- Hearing aids and screenings.
- Fitness club.

 **Preventive screening guidelines**

These guidelines offer a schedule of Health Net's recommended health screenings and immunizations for children, adolescents and adults. These guidelines also provide information about pediatric and maternity screenings.

You can find the current preventive screening guidelines by logging in to **www.healthnet.com**. After logging in, click on *Wellness Center* then *Stay Healthy*, and choose the Preventive Guideline PDF that fits your situation.

Monthly wellness webinars

You'll access monthly health topics via webinars at work or at home. Topics vary and include Financial Wellness, Mindfulness, and Cold and Flu.

Health Net offers the Wellness Webinar Series the third Wednesday of each month. Log in to **www.healthnet.com**. Click on the orange *New Series Wellness Webinar* button to register.

**Mark Rivera,
Health Net**
We give you multiple ways to reach us – phone, online and via mobile app.

Health Net Health Plan of Oregon, 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 1-888-802-7001 (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 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. Employer group members please call 1-888-802-7001 (TTY: 711).

Amharic

ክፍያ የሌለው የቋንቋ አገልግሎት። አስተርጓሚ ማግኘት ይችላሉ። ሰነዶች እንዲዘጋጅልዎ ማድረግ ይችላሉ። እርዳታ ለማግኘት በመታወቂያ ላይ ያለውን ቁጥር ይደውሉ። አመልካቾች 1-888-802-7001 (TTY: 711) ይደውሉ።

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. يرجى من أعضاء مجموعة أصحاب العمل الاتصال على الرقم (TTY: 711)1-888-802-7001.

Chinese

免費語言服務。您可使用口譯員。您可請人將文件內容唸給您聽。如需協助，請致電您會員卡上所列的電話號碼與我們聯絡。雇主團體的會員請致電 1-888-802-7001 (TTY : 711) 。

Cushite (Oromo)

Waa Lacag la'aan Adeegyada Luuqada. Waxaad heli kartaa turjubaan. Waxaad heli kartaa in waraaqaha lagu aqriyo. Wixii caawin ah, naga soo wac lambarka ku qoran kaarka Aqoonsigaaga. Xubnaha kooxda badrooniga fadlan soo wac 1-888-802-7001 (TTY: 711).

German

Kostenloser Sprachendienst. Dolmetscher sind verfügbar. Dokumente können Ihnen vorgelesen werden. Wenn Sie Hilfe benötigen, rufen Sie uns unter der Nummer auf Ihrer ID-Karte an. Arbeitgeber-Gruppenmitglieder rufen bitte unter 1-888-802-7001 (TTY: 711) an.

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ください。雇用主を通じた団体保険のメンバーの方は、1-888-802-7001 (TTY: 711) までお電話ください。

Korean

무료 언어 서비스. 통역 서비스를 받을 수 있습니다. 문서 낭독 서비스도 받으실 수 있습니다. 도움을 원하시면, 보험 ID에 수록된 번호로 전화해 주십시오. 고용주 그룹 가입자분은 1-888-802-7001 (TTY: 711) 번으로 전화해 주십시오.

Cambodian (Khmer)

សេវាភាសាដោយឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែផ្ទាល់មាត់។ អ្នកអាចស្តាប់គេអានឯកសារឱ្យអ្នក។ សម្រាប់ជំនួយ សូមទាក់ទងយើងខ្ញុំតាមរយៈលេខទូរស័ព្ទដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក។ សមាជិកក្រុមនិយោជក សូមទាក់ទងទៅលេខ 1-888-802-7001 (TTY: 711)។

Laotian

ລິການພາສາບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍຜູ້ແປພາສາໄດ້. ທ່ານສາມາດຂໍໃຫ້ອ່ານເອກະສານໃຫ້ທ່ານຟັງໄດ້. ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາພວກເຮົາໄດ້ຕາມເບີທີ່ມີຢູ່ໃນບັດປະຈຳຕົວຂອງທ່ານ. ສະມາຊິກກຸ່ມນາຍຈ້າງ ກະລຸນາໂທຫາເບີ 1-888-802-7001 (TTY: 711).

Punjabi

ਬਿਨਾਂ ਲਾਗਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਆਂ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਹਾਡੇ ਲਈ ਦਸਤਾਵੇਜ਼ਾਂ ਪੜ੍ਹੇ ਜਾ ਸਕਦੇ ਹਨ। ਮਦਦ ਲਈ, ਤੁਹਾਡੇ ਆਈਡੀ (ID) ਕਾਰਡ 'ਤੇ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਫੋਨ ਕਰੋ। ਰੋਜ਼ਗਾਰਦਾਤਾ ਗਰੁੱਪ ਦੇ ਸਦੱਸ, ਕਿਰਪਾ ਕਰਕੇ 1-888-802-7001 (TTY: 711) 'ਤੇ ਫੋਨ ਕਰੋ।

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. Если вы участник коллективного плана, предоставляемого работодателем, звоните по телефону 1-888-802-7001 (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 aparece en su tarjeta de identificación. Los afiliados del grupo del empleador deben llamar al 1-888-802-7001 (TTY: 711).

Tagalog

Walang Gastos na Mga Serbisyo sa Wika. Maaari kayong kumuha ng isang interpreter. Maaari ninyong ipabasa ang mga dokumento. Para sa tulong, tawagan kami sa numerong nakalista sa inyong ID card. Para sa mga miyembro ng grupo ng employer, mangyaring tumawag sa 1-888-802-7001 (TTY: 711).

Ukrainian

Безплатні послуги перекладу. Ви можете скористуватися послугами перекладача. Вам можуть прочитати ваші документи. Щоб отримати допомогу, телефонуйте нам за номером, який вказаний на вашій ідентифікаційній картці (ID). Учасників групового страхового плану від працедавця просимо телефонувати за номером 1-888-802-7001 (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. Các thành viên thuộc chương trình theo nhóm của chủ sử dụng lao động vui lòng gọi số 1-888-802-7001 (TTY: 711).

More information

You can find details about our Health & Wellness programs and services on our website. Register or log in to **www.healthnet.com** > *Wellness Center*.

Or you can call the phone number on your member ID card.

Members have access to Decision Power and myStrength through current enrollment with Health Net Health Plan of Oregon, Inc. (Health Net). Decision Power and myStrength are not part of Health Net's commercial medical benefit plans. They are not affiliated with Health Net's provider network, and they may be revised or withdrawn without notice. Decision Power and myStrength services, including clinicians, are additional resources that Health Net makes available to enrollees.

Health Net Health Plan of Oregon, Inc. is a subsidiary of Health Net, Inc. Health Net and Decision Power are registered service marks of Health Net, Inc. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.