

Health Net CommunityCare Wellness Rewards Program

Putting your health first



Susan Potthoff,
Health Net
*We make health
care easy to
understand.*



Health Net®

What You Need to Know



What is the Health Net CommunityCare Wellness Rewards Program?

The Health Net CommunityCare Wellness Rewards Program 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 CommunityCare member and complete the following actions:

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



In order to receive the \$50 gift card, you must complete the HRQ online via the HealthNet.com website.

- Share your results with your PCP.
- After your appointment, log back on to your online account to confirm you shared your results with your PCP and enter the date of your PCP appointment. Record any new health information that you may have obtained from your PCP visit in your online personal health record.

What is the objective of the Health Net CommunityCare Wellness Rewards Program?

Sharing your HRQ results with your PCP.

The Health Net CommunityCare Wellness Rewards Program is designed to reward eligible members for completing two actions:

- taking the online HRQ
- sharing the results with your PCP

Once you have discussed your HRQ results with your PCP, you must log back on to your online account and complete the Primary Care Physician Form to confirm you shared your results with your PCP. Only after you have completed these steps, will you be eligible for a reward.

Q. *Who is eligible to participate?*

The program is open to any enrolled Health Net CommunityCare member age 18 and over. This includes employees, spouses, domestic partners, children age 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 must be an eligible member (as previously defined) and will need to register as a Health Net member at www.healthnet.com – click *Register now*, then *I'm a Member*. Fill in your member information and user preferences, and create an account user name and password. Once completed, click the *Submit* button.

To take the online HRQ that Health Net makes available, select the the appropriate link listed on the left side of the webpage under *Decision Power Health & Wellness*.

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



1. Go to www.healthnet.com, and enter your user name and password information.
2. To access the HRQ, click the appropriate link listed on the left side of the webpage under *Decision Power Health & Wellness*.
3. After clicking the link, you'll proceed to our protected website.

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

To be eligible for the reward, you must complete the HRQ online via the 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 seven 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.

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 seven business days?*

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



Pam White,
Health Net
We help members make informed decisions.

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.

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.
2. To access the HRQ, click on the appropriate link listed on the left side of the webpage under *Decision Power Health & Wellness*.
3. Follow the instructions to complete the HRQ.

