



# Large Business Application

for Group Enrollment and Change (Washington)

Medical insurance plans are provided by Health Net Health Plan of Oregon, Inc. (Health Net). Dental PPO insurance plans are underwritten by Health Net Health Plan of Oregon, Inc. and administered by Dental Benefit Providers, Inc. (DBP). Vision plans are underwritten by Health Net Health Plan of Oregon, Inc. and serviced by Envolve Vision, Inc. Envolve Vision, Inc. and Health Net Health Plan of Oregon, Inc. are subsidiaries of Centene Corporation.

## Welcome to Health Net

### Simple steps for completing the form:

1. Review the materials enclosed in your enrollment packet. Be sure that you understand the coverage options that are available to you by your employer.
- 2a. **If you are declining coverage** for yourself and/or your dependents, section 6 is required. Do not fill out any other sections.
- 2b. **If you are accepting coverage** for yourself and/or your dependents, sections 1, 2, 3, 5, and 7 are required.

The Affordable Care Act (ACA) requires Health Net to provide to the IRS confirmation of health care coverage for yourself, as the subscriber, and your covered dependents. The IRS uses this information to confirm each member has minimum essential coverage. Please ensure that the Social Security number (SSN) is accurate for yourself and each dependent you are enrolling. For more information about the individual shared responsibility payment provision, go to <http://www.irs.gov/uac/Questions-and-Answers-on-the-Individual-Shared-Responsibility-Provision>.

3. Make a copy of the completed application for your records. **If a correction is needed, cross out and initial each correction. Please do not use a white-out product.**

**For administrative use only:**

**Existing Business/Group**  
 PO Box 9103  
 Van Nuys, CA 91409-9103  
 www.healthnet.com

**New Business/Group**  
 Please send all completed  
 paperwork to your designated  
 account executive or broker.



To be completed by employer	
Employer name: _____	
Requested effective date: _____	Employer group number (medical): _____
Employee eligibility date (new hire only): <input type="checkbox"/> Same as hired date <input type="checkbox"/> Other: _____	

**Important: Please print all sections in black ink. You are entitled to see a Summary of Benefits and Coverage (SBC) before you choose a plan. Please contact your employer if you do not have the SBC for the plan you have selected.**

**1. Health plan information** (Please select your coverage and print the plan name in the space provided.)

**PPO**

PPO: \_\_\_\_\_       PPO HDHP: \_\_\_\_\_

PPO Integrated HSA: \_\_\_\_\_       PPO Integrated HRA: \_\_\_\_\_

Other: \_\_\_\_\_

**Complete this section only if you are electing a Medical plan with an Integrated Health Savings Account (HSA):**  
 (Opt in) Employer-Sponsored HSA     (Opt out) Employer-Sponsored HSA

Dental	Vision
<input type="checkbox"/> Plus: _____ <input type="checkbox"/> Essentials <input type="checkbox"/> Value: _____ <input type="checkbox"/> Fifty: _____ <input type="checkbox"/> Preferred Plus: _____ <input type="checkbox"/> Preferred Value: _____	<input type="checkbox"/> Elite WE1010-1 <input type="checkbox"/> Supreme WS010-2 <input type="checkbox"/> Preferred W1025-2 <input type="checkbox"/> Preferred W1025-3 <input type="checkbox"/> Plus W20-1 <input type="checkbox"/> Preferred Value W10-3 <input type="checkbox"/> Exam Only

**2. Reason for application**

<input type="checkbox"/> Plan change <input type="checkbox"/> Change address/name <input type="checkbox"/> Delete dependent (list names below) <input type="checkbox"/> Other: _____	<input type="checkbox"/> New hire <input type="checkbox"/> Rehire <input type="checkbox"/> Open Enrollment <b>Special Enrollment Period</b> Qualifying event date: ____/____/____	<input type="checkbox"/> <b>COBRA</b> <input type="checkbox"/> <b>State Continuation</b> Effective date: ____/____/____ Qualifying event: _____ Qualifying event date: ____/____/____
	Add dependent: <input type="checkbox"/> Marriage <input type="checkbox"/> Newborn/Adoption/Legal guardianship/Court order/Assumption of parent-child relationship <input type="checkbox"/> Loss of prior coverage <input type="checkbox"/> Other (specify): _____	

**3. Employee personal information**

Last name: _____		First name: _____		MI: _____	<input type="checkbox"/> Male <input type="checkbox"/> Female
Residence address: _____			City: _____	State: _____	ZIP: _____
Date of birth (mm/dd/yyyy): _____	Social Security #/Tax ID # (required for all applicants): _____		Marital status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Domestic partner		
Telephone #: _____ ( ) ( )	Work phone #: _____ ( ) ( )	Email address: _____			
Date of hire:    /    /	Dept. #: _____	Job title: _____	<input type="checkbox"/> Salary <input type="checkbox"/> Hourly <input type="checkbox"/> Retired		
Entering eligible class? <input type="checkbox"/> Part-time to full-time <input type="checkbox"/> Temporary to permanent <input type="checkbox"/> Hourly to salaried					
If available, I would prefer to receive communication and plan information in Spanish: <input type="checkbox"/> Yes <input type="checkbox"/> No					

Employee name: \_\_\_\_\_

Last 4 digits of Social Security #: \_\_\_\_\_

**4. Family information – please list all eligible family members to be enrolled**

*(Attach additional sheets if necessary.)*

Spouse/Domestic partner <input type="checkbox"/> M <input type="checkbox"/> F		Last name:	First name:		MI:
Residence address: <input type="checkbox"/> Check here if same as subscriber			City:	State:	ZIP:
Date of birth (mm/dd/yyyy):			Social Security #/Tax ID # (required for all applicants):		

<input type="checkbox"/> Son <input type="checkbox"/> Daughter		Last name:	First name:		MI:
Residence address: <input type="checkbox"/> Check here if same as subscriber			City:	State:	ZIP:
Date of birth (mm/dd/yyyy):			Social Security #/Tax ID # (required for all applicants):		

<input type="checkbox"/> Son <input type="checkbox"/> Daughter		Last name:	First name:		MI:
Residence address: <input type="checkbox"/> Check here if same as subscriber			City:	State:	ZIP:
Date of birth (mm/dd/yyyy):			Social Security #/Tax ID # (required for all applicants):		

<input type="checkbox"/> Son <input type="checkbox"/> Daughter		Last name:	First name:		MI:
Residence address: <input type="checkbox"/> Check here if same as subscriber			City:	State:	ZIP:
Date of birth (mm/dd/yyyy):			Social Security #/Tax ID # (required for all applicants):		

Employee name: \_\_\_\_\_

Last 4 digits of Social Security #: \_\_\_\_\_

**5. Do you or your dependents have other health care coverage?** No  Yes If "Yes," please complete this section, including Medicare.

<input type="checkbox"/> Self	Name:	Name of other insurance carrier:		Prior coverage start date (mm/dd/yy):	
Prior coverage end date (mm/dd/yy):	Reason for ending coverage:	Group #/Policy ID #:	Does it cover? Medical: <input type="checkbox"/> Yes <input type="checkbox"/> No Dental: <input type="checkbox"/> Yes <input type="checkbox"/> No Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medicare: <input type="checkbox"/> Part A <input type="checkbox"/> Part B	Medicare claim/ HICN #:

<input type="checkbox"/> Spouse <input type="checkbox"/> Domestic partner	Name:	Name of other insurance carrier:		Prior coverage start date (mm/dd/yy):		
Prior coverage end date (mm/dd/yy):	Reason for ending coverage:	Group #/Policy ID #:	Is this your dependent's primary coverage? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does it cover? Medical: <input type="checkbox"/> Yes <input type="checkbox"/> No Dental: <input type="checkbox"/> Yes <input type="checkbox"/> No Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medicare: <input type="checkbox"/> Part A <input type="checkbox"/> Part B	Medicare claim/ HICN #:

<input type="checkbox"/> Son <input type="checkbox"/> Daughter	Name:	Name of other insurance carrier:		Prior coverage start date (mm/dd/yy):		
Prior coverage end date (mm/dd/yy):	Reason for ending coverage:	Group #/Policy ID #:	Is this your dependent's primary coverage? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does it cover? Medical: <input type="checkbox"/> Yes <input type="checkbox"/> No Dental: <input type="checkbox"/> Yes <input type="checkbox"/> No Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medicare: <input type="checkbox"/> Part A <input type="checkbox"/> Part B	Medicare claim/ HICN #:

<input type="checkbox"/> Son <input type="checkbox"/> Daughter	Name:	Name of other insurance carrier:		Prior coverage start date (mm/dd/yy):		
Prior coverage end date (mm/dd/yy):	Reason for ending coverage:	Group #/Policy ID #:	Is this your dependent's primary coverage? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does it cover? Medical: <input type="checkbox"/> Yes <input type="checkbox"/> No Dental: <input type="checkbox"/> Yes <input type="checkbox"/> No Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medicare: <input type="checkbox"/> Part A <input type="checkbox"/> Part B	Medicare claim/ HICN #:

<input type="checkbox"/> Son <input type="checkbox"/> Daughter	Name:	Name of other insurance carrier:		Prior coverage start date (mm/dd/yy):		
Prior coverage end date (mm/dd/yy):	Reason for ending coverage:	Group #/Policy ID #:	Is this your dependent's primary coverage? <input type="checkbox"/> Yes <input type="checkbox"/> No	Does it cover? Medical: <input type="checkbox"/> Yes <input type="checkbox"/> No Dental: <input type="checkbox"/> Yes <input type="checkbox"/> No Vision: <input type="checkbox"/> Yes <input type="checkbox"/> No	Medicare: <input type="checkbox"/> Part A <input type="checkbox"/> Part B	Medicare claim/ HICN #:

Employee name: \_\_\_\_\_

Last 4 digits of Social Security #: \_\_\_\_\_

**6. Declination of coverage** (Complete this section if any coverage is being declined by you or your eligible dependents.)

**Employee personal information**

Last name:	First name:	MI:	Social Security #/Tax ID #:
Declining medical coverage for: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Domestic partner <input type="checkbox"/> Dependent(s) Name(s): _____		Reason: <input type="checkbox"/> Other group coverage through this employer <input type="checkbox"/> Individual coverage <input type="checkbox"/> Other group coverage by another group (i.e., spouse's employer) <input type="checkbox"/> Other: _____	
Declining dental coverage for: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Domestic partner <input type="checkbox"/> Dependent(s) Name(s): _____		Reason: <input type="checkbox"/> Other group coverage through this employer <input type="checkbox"/> Individual coverage <input type="checkbox"/> Other group coverage by another group (i.e., spouse's employer) <input type="checkbox"/> Other: _____	
Declining vision coverage for: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Domestic partner <input type="checkbox"/> Dependent(s) Name(s): _____		Reason: <input type="checkbox"/> Other group coverage through this employer <input type="checkbox"/> Individual coverage <input type="checkbox"/> Other group coverage by another group (i.e., spouse's employer) <input type="checkbox"/> Other: _____	

**IF YOU ARE DECLINING COVERAGE – STOP AND READ CAREFULLY**

I have decided to decline coverage for myself and/or my dependent(s). I acknowledge that my dependents and I may have to wait to be enrolled until the next annual Open Enrollment Period or Special Enrollment Period due to a qualifying event. The available coverages have been explained to me by my employer, and I have been given the chance to apply for the available coverages. Additionally, by signing below, I certify, to the best of my knowledge or belief, that the reason I am declining coverage is accurate as indicated by the check marks above.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Sign only if declining coverage. If signed in error, please cross out and initial.)

**7. Acceptance of coverage** (Signature required.)

In applying for enrollment as indicated on this enrollment form, I declare that, to the best of my knowledge, all of the information on this form is true and complete, and all of the persons for whom I am requesting enrollment are eligible for coverage. I, the applicant (employee) on my behalf and on behalf of every covered Dependent listed on this form or added in the future, agree that in the event any health care benefits provided to me or any covered Dependent by Health Net are the primary responsibility of Medicare or of any coverage for work-related injuries, illness or conditions, or of any third party on account of any injury, illness, condition, or damage, I will fully inform Health Net and will execute such assignments, liens or other documents which may be necessary to enable Health Net to recover the value of services provided. I further agree that in the event I, any Dependent or any of my family members collect benefits, damages or reimbursement from Medicare, or any other third party with respect to such injury, illness, condition, or damage, I will immediately reimburse Health Net to the full extent of services provided by Health Net in accordance with the group plan contract/policy.

I also agree to be bound by each and every provision of the group plan contract/policy (including all schedules and attachments which are a part of the group plan contract/policy) as now in effect and as may be amended in the future, and agree that all my rights are as specifically set forth in the group plan contract/policy. I authorize my employer to deduct from my earnings any amount required to cover my share of the premiums or prepayment fees, if any, payable under the group contract/policy. I acknowledge that Health Net's benefits are only available if obtained in compliance with all provisions of the group plan contract/policy.

It is a crime to knowingly provide false, incomplete or misleading information to an insurance company for the purpose of defrauding the company. Penalties include imprisonment, fines and denial of insurance benefits.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Sign only if accepting coverage. If signed in error, please cross out and initial.)

Please contact the Health Net Customer Contact Center at the toll-free number below if you need assistance in completing this form or if you have questions about your coverage:

Medical 1-888-802-7001

If you have questions about your dental or vision coverage, please call:

Dental 1-877-410-0176

Vision 1-866-392-6058

You can use your copy of the Health Net enrollment form as your temporary ID card until you receive your permanent ID card.

**Emergency and urgently needed care:**

- If your situation is life-threatening or an emergency: Call 911 or go to the nearest hospital.
- If your situation is not so severe: If you cannot call your provider, or you need medical care right away, go to the nearest hospital or urgent care center.
- If you are outside your service area: Go to the nearest hospital, medical center or call 911. In all cases, contact your provider as soon as possible to inform them about your condition.
- Call the number on your ID card within 48 hours of being admitted, or as soon as possible.

**Prior authorization:**

You, the member, are responsible for obtaining prior authorization for certain services. Please check your plan certificate for a list of services requiring prior authorization.

**For prior authorization, please call 1-800-977-7282.**

*The State of Washington adopted a standard Coordination of Benefits Regulation, effective January 1, 1982. If you are separated or divorced from your spouse and have a dependent child(ren), it is necessary for you to advise us of the following: Date of legal separation or final divorce decree, name of person awarded custody of dependent(s), names of dependent(s) involved, and name and address of parent required by courts to furnish medical insurance.*

**Products/Entities:**

Health Net Health Plan of Oregon, Inc. offers the following product: PPO.

Health Net Health Plan of Oregon, Inc. offers the following product serviced by Dental Benefit Providers, Inc.: Dental PPO (DPPO).

Health Net Health Plan of Oregon, Inc. offers the following product serviced by Envolve Vision Inc.: PPO Vision.

**Declination of coverage:**

If you are declining enrollment for yourself or your Dependents (including your spouse or Registered Domestic Partner) because of other health insurance or group health plan coverage, you may be able to enroll yourself and your Dependents in this plan if you or your Dependents lose eligibility for the other coverage (or if your employer stops contributing toward your or your Dependents' other coverage). However, you must request enrollment within 30 days after your or your Dependents' other coverage ends (or after the employer stops contributing toward the other coverage). In addition, if you have a new Dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your Dependents. However, you must request enrollment within 60 days after the marriage, birth, adoption, or placement for adoption. If you previously declined enrollment in this plan for yourself or your Dependents because of coverage under a Medicaid plan or CHIP plan, you can enroll within 60 days of loss of such coverage. If you become eligible for premium assistance under a Medicaid plan or CHIP plan, you or your Dependents can enroll in this plan within 60 days of becoming eligible for premium assistance.

**Note:** Special enrollment periods allow an individual or their dependents to enroll or change coverage within 30 days following the date of a qualifying event. For special enrollment of newborn, adopted or placed for adoption children, the date of birth, date of adoption or date of placement for adoption becomes the first effective date of coverage. For special enrollment of spouse, State Registered Domestic Partner and stepchild(ren), the effective date of coverage will be the first day of the month following the date of marriage or certification of registered domestic partnership.

**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 ይቻላል። ሰነዶች እንዲዘጋጅልዎ ማድረግ ይቻላል። 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。僱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).

OR WA Commercial Notice of Language Assistance

## **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 ਫ਼ੋਨ ਕਰੋ। ਰੇਜ਼ਗਾਰਦਾਤਾ ਗਰੁੱਪ ਦੇ ਸਦੱਸ, ਕਿਰਪਾ ਕਰਕੇ 1-888-802-7001 (TTY: 711) 'ਤੇ ਫ਼ੋਨ 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).

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>.