

Your Health & Wellness Programs and Services

A GUIDE FOR MEMBERS



Choose Health and Be Well

Healthy day-to-day living is a great way to defend against chronic medical conditions. That's why Health Net created Decision Power® Health & Wellness. Decision Power is a set of programs designed to engage you with your health. Its customized tools will keep you on a healthy track.

Get ready to make healthy and lasting changes!

A bridge to healthy actions


Decision Power acts as a bridge to help improve your health and wellness. Our Decision Power programs include:

- Health & Wellness
- Integrated Care Management
- Case Management
- Women and Children's Health



Health & Wellness online

You can access most Decision Power Health & Wellness programs and services 24/7.

Look for this  icon throughout this brochure to identify programs with online access.





RealAge Health Assessment and Health Profile

Staying healthy is as important as getting better. That's why we have partnered with Sharecare to offer tools like our RealAge Health Assessment and Health Profile. You can connect to detailed information about your mental and physical health. Plus, get an action plan based on your unique health needs.

You will also get suggested programs and resources to help you better manage your health and promote healthy habits. Plus, when you sign up to access these tools, you can opt in to get emails with updates and useful program information.



Wellness Rewards Program

Complete the RealAge Health Assessment and receive a \$50 Visa gift card. Once you complete the assessment, simply print your results and share them with your doctor at your next preventive care visit. After your appointment, complete the Primary Care Physician form on the Wellness Rewards Program site to receive your gift card.

You can access the **RealAge Health Assessment online** when you log into the **Member Wellness Center** or by going directly to **healthnetoregon.sharecare.com**.



Healthy Lifestyle

Online Wellness

Decision Power lets you improve your health and wellness on your own terms. You can get a wide range of online content that features health topics such as:

- Healthy weight
- Eating better
- How to manage stress
- How to quit smoking for good

Online wellness resources highlight:

- Articles
- Videos
- Health trackers
- Health contests and more

Lifestyle Management Health Coaching

You can get help from an expert health coach online, or by phone. You can also connect via secure email and eLearning modules. The online features include coaching tools like:

- Journaling
- Goal-setting
- Exercise/food trackers

Craving to Quit - Tobacco Cessation Program

Our Tobacco Cessation program covers any type of tobacco. This includes the use of Electronic Nicotine Delivery Systems (ENDS), such as e-cigarettes and e-pipes. Plus, you can talk with a quit coach for advice and support.

Highlights of the program include:

- An in-depth review and plan to help you quit
- Medication support
- One-on-one guidance over the phone
- No limit on calls to program clinicians
- Daily modules that include video lessons and more

Online Chronic Condition Resources

Help is available for you if you have a current health condition. You can access online information that can help you stay healthy for the long term. You can find articles, videos and virtual tools on:

- Diabetes
- Heart disease
- Asthma
- High blood pressure
- Cancer and more

Integrated Care Management Program

Health Net's Integrated Care Management program supports and manages health care if you have complex health issues. It also helps with chronic conditions such as:

- Diabetes
- Asthma
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)

The program is not just for you. It offers support for your families and caregivers as well.

AskMD Support Tool

Access the AskMD tool to review your options for:

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

Get help making informed health choices, while learning about the benefits, risks and costs of each option.

myStrength - Strength for 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 topics like:

- Pain management
- Substance abuse
- Trouble sleeping
- Depression
- Worry and more

Program highlights include:

- In-the-moment tracking
- Virtual tools
- Instant stress-relief tips
- Weekly action plans
- Mood improvement
- Daily words to inspire
- Mobile app
- Step-by-step eLearning modules

You get all this at no extra cost!

Nurse Advice Line

You have the option to reach out to a registered nurse – 24 hours a day – and get instant support at 1-800-893-5597. You can get answers to questions about:

- Cold and flu symptoms
- Minor illness and injury
- Minor burns
- Bug bites and stings
- Chronic pain
- Medical tests and medications

Progress Trackers

Stay up-to-date on important lifestyle habits using online tracking tools. Our progress trackers are available to help you monitor:

- Blood pressure
- HbA1c (blood glucose)
- Exercise
- Stress and more





Healthy Discounts

You can also enjoy our Healthy Discounts program – giving you valuable discounts on health-related services and products. Categories include:

- Weight loss
- Fitness clubs
- Chiropractic and acupuncture
- Eye care
- Hearing aids and screenings
- Vitamins, minerals and more

Preventive Screening Guidelines¹

These guidelines offer you a schedule for Health Net’s suggested health screenings and vaccines for children, teens and adults. These guidelines also give information about pediatric and maternity screenings. Find the current preventive screening guidelines by following these simple steps:

- 1.** Go to **healthnetoregon.com** and select the Member Tab
- 2.** Click on *Wellness Center* then locate the *Wellness Resource Materials*
- 3.** Choose the Preventive Screening Guidelines PDF

Monthly Wellness Webinars

Join us for helpful topics monthly via webinars at work or at home! Topics include how to:

- Manage chronic pain
- Prepare for cold and flu season
- Handle holiday stress
- Manage money

Health Net offers the Wellness Webinar Series the third Wednesday of each month. Visit the *Wellness Center* and click on the *Wellness Webinar Series* link. This will take you to the registration page for the monthly webinars. You will also find recordings of past topics on this page, in case you missed them live!



¹Please note: This information is not medical advice and does not indicate specific benefit coverage. Members should always seek and follow the care and advice of their doctor. These guidelines are updated regularly and may change. Members are advised to check their plan benefit language for coverage, limitations and exclusions.

Nondiscrimination Notice

Health Net Health Plan of Oregon, Inc., “Health Net” complies with applicable federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, ancestry, religion, marital status, gender, gender identity, sexual orientation, 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/smartscreen/main.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 <https://www.hhs.gov/ocr/complaints/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 the Customer Contact Center at the number on your ID card or call 1-888-802-7001 (TTY: 711).

Amharic

ለጥንቁ አገልግሎት ምንም ክፍያ የለውም። አስተርጓሚ ማግኘት ይቻላል። የተነበበልዎትን እና የተወሰኑ በቋንቋዎ የተላኩልዎትን ሰነዶች መግኘት ይቻላል። ለአርዳታ፣ ለደንበኞች ግንኙነት ማዕከል በመታወቁዎ ካርድዎ ላይ ያለውን ቁጥር ይደውሉ ወይም በ 1-888-802-7001 (TTY: 711) ይደውሉ።

Arabic

الخدمات اللغوية المجانية. يمكنك الاستعانة بمترجم فوري، كما يمكنك لطلب قراءة المستندا متعلو لاورسال بعض منها إليك بلغتك. للحصول على المساعدة، يمكنك الاتصال بمركز اتصالا تالعملاء على الرقم الموجود على بطاقة معرف العضوية الخاصة بك أو الاتصال على 1-888-802-7001 (TTY: 711)

Chinese

免費語言服務。您可以取得口譯服務。我們可以把文件朗讀給您聽，也可以把部分翻譯成您語言的文件寄送給您。如需協助，請撥打會員卡上的電話號碼聯絡客戶聯絡中心，或撥打電話 1-888-802-7001 (聽障專線 (TTY) : 711)。

Cushite (Oromo)

Tajaajila afaaniif kaffaltii hin qabu. Turjubaana argachuu ni dandeessu. Sanadii isiniif dubbifamee fi afaan keessaniin muraasaan isniif ergame argachuu ni dandeessu. Gargaarsaaf, Wiirtuu Qunnamtii Maamilaa tiif lakkoofsicha kaardii enyummaa keessan irra jirutti bilbilaa ykn 1-888-802-7001 (TTY: 711) itti bilbilaa.

German

Es stehen Ihnen kostenlose Sprachdienstleistungen zur Verfügung. Sie können einen Dolmetscher hinzuziehen. Die Dokumente können Ihnen vorgelesen werden und einige sind in Ihrer Muttersprache erhältlich. Für Unterstützung rufen Sie bitte unser Kundendienstzentrum unter der auf Ihrer Versicherungskarte angegebenen Nummer oder unter der Rufnummer 1-888-802-7001 (TTY: 711) an.

Japanese

無料の言語支援サービス。通訳をご利用いただけます。日本語で文書を読み上げたり、文書によっては日本語版をお届けすることも可能です。支援をご希望の方は、IDカードに記載の番号にてカスタマーコンタクトセンターまでお電話いただくか、1-888-802-7001 (TTY: 711)までお電話ください。

Korean

무료 언어 서비스. 귀하는 통역사를 이용하실 수 있습니다. 귀하에게 편한 언어로 서류 낭독 서비스 및 번역 서비스를 받으실 수 있습니다. 도움이 받으시려면 본인의 ID 카드에 기재된 고객 서비스 센터 안내번호 또는 1-888-802-7001 (TTY: 711)번으로 전화해 주십시오.

Cambodian (Khmer)

សេវាកម្មភាសាខ្មែរឥតគិតថ្លៃ។ អ្នកអាចទទួលបានអ្នកបកប្រែបាន។ អ្នកអាចឲ្យគេអានឯកសារជូនអ្នក និងផ្ញើឯកសារខ្លះជូនអ្នក ជាភាសាសំបុត្រ។ សំរាប់ជំនួយ ទូរស័ព្ទទៅមជ្ឈមណ្ឌលទំនាក់ទំនងអភិវឌ្ឍន៍ តាមលេខនៅលើកាត ID សំបុត្រ ឬហៅលេខ 1-888-802-7001 (TTY: 711)។

Laotian

ການບໍລິການດ້ານພາສາທີ່ບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍນາຍແປພາສາ. ທ່ານສາມາດອ່ານເອກະສານ ແລະ ຈໍານວນໜຶ່ງໄດ້ສົ່ງໃຫ້ທ່ານເປັນພາສາຂອງທ່ານແລ້ວ. ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ, ໃຫ້ຫາສູນຕິດຕໍ່ລູກຄ້າໄດ້ທີເລກໝາຍຢູ່ເທິງບັດ ID ຂອງທ່ານ ຫຼື ໃຫ້ 1-888-802-7001 (TTY: 711).

Punjabi

ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਲਈ ਕੋਈ ਲਾਗਤ ਨਹੀਂ। ਤੁਸੀਂ ਦੁਬਾਰੀਆਂ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ। ਤੁਸੀਂ ਤੁਹਾਨੂੰ ਪੜ੍ਹ ਕੇ ਸੁਣਾਏ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ ਅਤੇ ਕੁਝ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਨੂੰ ਭੇਜੇ ਗਏ ਹਨ। ਮਦਦ ਲਈ, ਆਪਣੇ ID ਕਾਰਡ 'ਤੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨੂੰ ਕਾਲ ਕਰੋ ਜਾਂ 1-888-802-7001 (TTY: 711)।

Russian

Бесплатные услуги перевода. Вы можете воспользоваться услугами переводчика. Вам могут прочесть документы на русском языке и выслать переводы некоторых из них. Если вам требуется помощь, звоните в Центр обслуживания клиентов по номеру, указанному на вашей идентификационной карте, или по номеру 1-888-802-7001 (линия TTY: 711).

Spanish

Servicios de Idiomas Sin Costo. Usted puede solicitar un intérprete. Puede solicitar que se le lean los documentos y que algunos de ellos se le envíen en su idioma. Para obtener ayuda, llame al Centro de Comunicación con el Cliente al número que se encuentra en su tarjeta de identificación o llame al 1-888-802-7001 (TTY: 711).

Tagalog

Mga Walang Bayad na Serbisyo sa Wika. Maaari kayong kumuha ng tagasaling-wika (interpreter). Maaaring basahin sa inyo ang mga dokumento at ipadala sa inyo ang ilan nang nakasalin sa inyong wika. Para sa tulong, tumawag sa Customer Contact Center sa numero sa inyong ID card o tumawag sa 1-888-802-7001 (TTY: 711).

Ukrainian

Безкоштовні послуги перекладу. Ви можете скористатися послугами перекладача. Вам можуть прочитати документи на українській мові та надіслати переклади деяких із них. Якщо вам потрібна допомога, телефонуйте у Центр обслуговування клієнтів за номером, вказаним на вашій ідентифікаційній карті, або за номером 1-888-802-7001 (лінія TTY: 711).

Vietnamese

Dịch vụ ngôn ngữ miễn phí. Quý vị có thể yêu cầu phiên dịch viên. Quý vị có thể yêu cầu đọc các tài liệu và gửi một số tài liệu cho quý vị bằng ngôn ngữ của quý vị. Để được trợ giúp, hãy gọi đến Trung tâm Liên lạc Hội viên theo số điện thoại trên thẻ nhận dạng của quý vị hoặc gọi đến số 1-888-802-7001 (TTY: 711).

More information

You can find details about our Health & Wellness programs and services on our website.

- **Healthnetoregon.com**

Select *Wellness Center* under the Member tab.

Or, you can call us at 1-888-893-5597.



This summary brochure is available online on the Wellness Center page under the Wellness Resource Materials.

Please join our “go-green” effort to reduce waste by getting this brochure online.

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.

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