



Health Net®  
MEDICARE PROGRAMS

# Extra Benefits

As a member of Health Net Violet 1 (PPO), you get all of these extra benefits included with your plan. Most of these benefits are not covered by Original Medicare and not always offered by other health plans.

Take a look at the next few pages to see what Health Net Violet 1 (PPO) has to offer!

You can also contact us or our partners with questions or for more information about these services.



See your Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Y0020\_20\_12396FLY\_M\_FINAL \_13029 Accepted 06102019  
H5439: 011

## Do you need to talk to a doctor?

Accessing a doctor is easier than ever. Members with Health Net Violet 1 (PPO) can access a doctor through phone or video appointments. Virtual visits through Teladoc provide convenient, 24-hour access to in-network healthcare providers for non-emergency health issues including flu, rash, sinus infections, pink eye and seasonal allergies. It's available for you to use when you're at home, in the office, or even on vacation.

Get medical advice, a diagnosis, or a prescription by phone or video. Virtual visits are available when you need them.

As a Health Net Violet 1 (PPO) member, there is no copay for virtual visit appointments through Teladoc.

To create your Virtual visit account call the Teladoc member services line or visit them online:

- You can call Teladoc member services 24 hours a day, 365 days a year at:  
1-800-835-2362 (TTY 711)
- Teladoc website: [Teladoc.com/hn](https://www.teladoc.com/hn)

Now you are ready to make an appointment!

# The SILVER&FIT<sup>®</sup> Exercise & Healthy Aging Program Something For Everyone!<sup>™</sup>

It's easy to stay fit, have fun and make new friends with Health Net. Learn how Health Net is dedicated to helping you stay healthy by getting started now!

Follow these simple steps:

1. Go to [www.SilverandFit.com](http://www.SilverandFit.com).
2. Register to use the website.
3. Find a participating fitness center or YMCA, or sign up for the Home Fitness program.
4. Take your fitness card to the participating fitness center or YMCA.

If you prefer, you can call toll-free 1-888-797-7757 (TTY: 711), Monday through Friday, 5 a.m. to 6 p.m. Pacific Time, excluding holidays, to find a participating fitness center or YMCA near you or to enroll into the Home Fitness program.

All members can get access to:

- Healthy Aging classes 4 times a year (online or by mail)
- The Silver Slate<sup>®</sup> newsletter 4 times a year (online, by email, or by mail)
- The Silver&Fit Connected!<sup>™</sup> tool, a fun and easy way to track your exercise at a fitness center or through a wearable fitness device or app and earn rewards
- Other web tools like a fitness center search and online classes

**Remember:** Check with your physician first before beginning any new exercise programs!

Silver&Fit is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH). Silver & Fit, Silver &Fit Connected! and the Silver Slate are trademarks of ASH and used with permission herein.

## **Chiropractic, Acupuncture and Naturopathy Care**

**Sometimes natural healthcare practices can be just what you need.**

Health Net Violet 1 (PPO) provides you with chiropractic, acupuncture and naturopathy and care from excellent providers.

- Up to 24 routine (non-Medicare covered) chiropractic visits every calendar year. Visit limit combined with acupuncture and naturopathy services.

**Call a participating provider to schedule an initial examination**

1-800-678-9133 (TTY: 711) Monday–Friday, 5:00 a.m.–8:00 p.m. (Pacific Time), Saturday 12:00 p.m. – 8:00 p.m. (Pacific Time). American Specialty Health Group (ASH Group)







## 24-Hour Nurse Connect

**Let our nurses help you when you have questions about health concerns or need health information.**

The nurse advice line is available to any member of Health Net Violet 1 (PPO). The call is free and easy. A caring nurse will listen to your health problem and can help you decide the following:

- If you need to see a doctor
- If it is safe to wait or if you need care right away
- What to do if your symptoms get worse
- What you can start doing at home to feel better

You can call the nurse advice line 24 hours a day, 365 days a year. Refer to the phone number on your health plan member ID card.





## Vision Services

### Do you need an eye exam or eyewear?

#### Eye benefits made easy!

Members enrolled in Health Net Violet 1 (PPO) are entitled to the following:

- One routine (non-Medicare covered) eye exam every calendar year.
- One routine eyewear purchase every 2 calendar years, limited to one set of frames and one pair of eyeglass lenses or contact lenses.
- There is a benefit limit of \$250 every 2 calendar years combined for both in-and-out-of-network, for routine eyewear including eyeglass lenses and contact lenses. You are responsible for amounts above the benefit limit.

#### Convenient services

- Access plan information online
- Local professional care

#### Budget-friendly costs

With your Health Net Violet 1 (PPO), there are no surprises. You'll know your copayments, and your out-of-pocket costs are clearly defined before any exam begins.

Find out more information by calling 1-888-445-8913 (TTY: 711)

Hours are from October 1 to March 31; you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays or visit [visionbenefits.envolvehealth.com](http://visionbenefits.envolvehealth.com).

# Contact Information

## ID Card

Refer to the phone number on your health plan member ID card for the following services listed below:

---

**24-Hour Nurse Connect**

---

---

---

---

## Member Services

Contact us at **1-888-445-8913** (TTY: 711) for following services listed below:

---

**Envolv Benefit Options (Vision)**

---

From October 1 to March 31, you can call us 7 days a week from 8 a.m. to 8 p.m. From April 1 to September 30, you can call us Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

---

## Vendor Information

---

**American Specialty Health Group (ASH Group)**

---

1-800-678-9133 (TTY: 711)

---

**Silver&Fit®**

---

1-888-797-7757 (TTY: 711)

---

**Teladoc (Virtual visits)**

1-800-835-2362 (TTY: 711)

Health Net is contracted with Medicare for PPO plans. Enrollment in Health Net depends on contract renewal.

This information is not a complete description of benefits. Call 1-888-445-8913 (TTY: 711) for more information.

FLY031022EK00 (6/19)