



# Health Net CanopyCare HMO

Enjoy Coverage  
Where You Live,  
Work, and Play



**EXPLORE YOUR CANOPYCARE HMO PLAN OPTION FOR 2022**  
For San Francisco Health Service System (SFHSS) Members:

City and County of San Francisco

Superior Court of San Francisco

City College of San Francisco

San Francisco Unified School District

**QUESTIONS?** Call **1-833-448-2042** or visit [healthnet.com/sfhss](https://healthnet.com/sfhss)

Health Net of California, Inc. (Health Net)

**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

# Introducing Health Net CanopyCare HMO

## Quality coverage for SFHSS members who live or work in the Health Net CanopyCare HMO service area

Through an alliance, Health Net and Canopy Health are offering SFHSS members a new HMO option with quality care — no matter where members live, work, or play.

CanopyCare HMO offers access to 5,000+ quality providers, five medical groups<sup>1</sup>, 22 hospitals, and 42 urgent care centers in the San Francisco Bay Area. You can enjoy seamless care through our large network of providers, specialists, and services.

This guide will explain important information you'll need during open enrollment to help you make informed decisions about your health coverage.

Inside, you'll find answers to questions about:

- How to search our network to find the right doctor for you
- How to find out if continuity of care applies to any of your conditions
- How to use the custom website and our MyCanopyHealth app to help manage your health



### Questions?

You can reach the  
Customer Contact  
Center by calling  
1-833-448-2042

<sup>1</sup>“Medical Group” means the medical group in which the individual member’s primary care Physician is associated and is selected as the source of all covered medical care.



## Here's what to expect from your Health Net CanopyCare HMO

- \$0 medical deductibles
- Fixed copayments for most services
- You and your doctor decide together how to meet your healthcare needs
- No referral required to see an OB/GYN in the medical group
- Ease of getting a second opinion
- The Alliance Referral Program eliminates barriers and simplifies referrals, allowing you to access all Canopy Health providers — not just those in your medical group.
- Programs to help you improve your health and well-being
- Access outpatient behavioral health care from in-network providers without a referral from your PCP
- MyCanopyHealth offers a one-stop destination to manage your care and coverage, and to explore Canopy Health's distinguished network of hospitals and medical groups.

# Summary of benefits

## Medical

Benefit description	Member responsibility
Preventive care office visits, including well-woman exams	\$0
Doctor office visit (medical or behavioral health)	\$25
Specialist office visit	\$25
Telehealth services	Mirrors in-person cost share based on type of services provided
Vision exam for refractive eye exam	\$25
X-ray laboratory procedures	\$0
Prenatal and postnatal office visits	\$0
Hospitalization (medical or behavioral health)	\$200 per admission
Urgent care	\$25
Emergency room	\$100
Chiropractic services (provided by ASH)	\$15/30 visits max
Acupuncture services (provided by ASH)	\$15/30 visits max

## Prescription drugs

Benefit level	Member responsibility
Retail	
Tier 1 – Generic	\$10
Tier 2 – Brand, preferred	\$25
Tier 3 – Non-formulary	\$50
Tier 4 – Specialty drugs	20% (\$100 maximum copay per prescription)
Mail order	
Tier 1 – Generic	\$20
Tier 2 – Brand, preferred	\$50
Tier 3 – Non-formulary	\$100

Note: Copayment amounts are subject to change. This is a brief summary of benefits. It does not include all covered services, limitations, or exclusions. Please refer to the Evidence of Coverage for all terms and conditions of coverage.

# Set up your MyCanopyHealth account

MyCanopyHealth is a patient portal where you can view your health plan benefits and services. You can log in to MyCanopyHealth via the web or mobile app.

First, visit [MyCanopyHealth.com](https://www.mycanopyhealth.com). Then click “create account” and follow the instructions to register.

**Welcome to MyCanopyHealth**  
Hello, you've reached your one-stop destination to manage your care, coverage, and network!  
Login to review your plan, find a doctor, print your Canopy Health ID card, and so much more!  
Download the MyCanopyHealth app:  
Download on the App Store | GET IT ON Google play

**Please Login**  
Sign In  
Username  
Password  
Need help signing in? **Login**

Are you already a member but haven't created an account yet? **Create Account**

Once your account is set up and your health coverage begins, you can:

- View your primary care physician information
- Review your health plan and pharmacy benefits
- Find a doctor, urgent care, hospital, or other service provider in your network
- Access a virtual visit with a licensed physician
- Access your digital ID card
- Request to change your primary care physician
- Order a new physical ID card

# Find doctors and services in your network

As a Health Net CanopyCare HMO member you have access to the CanopyCare HMO network. If you need a second opinion or care from a doctor that isn't part of your medical group, a referral from your doctor is needed. Care at an urgent care clinic is covered within your network. Go to [www.canopyhealth.com](http://www.canopyhealth.com) to find an urgent care clinic near you. Emergency care is covered wherever you need it.

## Your primary care physician (PCP) and medical group

Every member has a doctor who is their primary care physician (PCP). Your PCP helps you stay healthy and can help care for you when you're sick.

With our Alliance Referral Program, you can see any specialist in the CanopyCare HMO network. Talk with your doctor to find the specialist that best fits your needs. Your doctor's office will help you with these steps.

You can choose an obstetrician and gynecologist (OB/GYN) doctor in the CanopyCare HMO network. If you choose an OB/GYN who is not part of your medical group, check with your doctor's office so that an approval is sent to you.



The name of your medical group and PCP is listed on your ID card. To change your PCP, log in to your account at [MyCanopyHealth.com](http://MyCanopyHealth.com), then go to **Select/Change PCP**. You can change your PCP and/or your medical group once a month.

## Continuity of Care (COC)

When you change health plans, you may be eligible to continue your care with your current doctors or medical groups. This is called Continuity of Care (COC). You have sixty (60) days after you are enrolled in this plan to request COC. Please visit [www.healthnet.com/sfhss](http://www.healthnet.com/sfhss) or call 1-833-448-2042 to obtain the COC form. Here is a list of conditions eligible for COC:

- an acute condition
- a serious chronic condition — up to twelve months
- a pregnancy (including the duration of the pregnancy and immediate postpartum care)
- maternal mental health — up to 12 months from the diagnosis or from the end of the pregnancy
- a newborn up to 36 months of age — up to 12 months
- a terminal illness
- a surgery or other procedure that has been authorized by your prior health plan as part of a documented course of treatment

# Get your member ID card

After you enroll, look for your new CanopyCare HMO ID cards in the mail. All enrolled HMO members will get an ID card.



## Your ID card includes:

- Your member ID number
- Starting date of your health coverage
- Your physician group, PCP name, and contact information

### **Don't forget:**

You will need to present your ID card when you access care.

Once it arrives, make sure your ID card has your correct PCP listed.

If your ID card has not arrived by your starting date and you need services, please call the Customer Contact Center at **1-833-448-2042**.

You can also access your digital ID card on the MyCanopyHealth app, or print out a copy from **MyCanopyHealth.com**.

# Learn where to get care

Your plan offers many ways to get the healthcare you need, when you need it.

## At a doctor's office

Visit your primary care physician (PCP) for routine and preventive care. This includes wellness exams every year, illnesses, vaccinations, and general medical care. Your PCP can help direct your care to other providers within the network if needed.

To find a doctor in the CanopyCare HMO network, visit [MyCanopyHealth.com](https://www.MyCanopyHealth.com) or use the MyCanopyHealth app.

## Managed Health Network (MHN) providers

Easy access to mental health services like:

- Counseling
- Psychotherapy
- Treatment for addiction
- Psychiatric services

You don't need a referral from your PCP. To find a therapist or psychiatrist, go to [mhn.com/canopycare](https://mhn.com/canopycare), or call the Mental Health Benefits number listed on your ID card.

## Chiropractic and Acupuncture

What you need to know:

- No referral needed from your PCP
- 30 visits each per calendar year for chiropractic and acupuncture services.
- Go to [www.healthnet.com/SFHSS](https://www.healthnet.com/SFHSS) and select *Find Doctors and Services* to locate a chiropractic or acupuncture provider near you.





## At home

### Virtual medical doctor visits

See if your medical doctor offers telehealth services. If not, you can use the MyCanopyHealth app and portal to access phone or online video visits with a licensed medical doctor 24/7. Ideal when you can't meet with your regular medical doctor or their office is closed.

For behavioral health visits, contact MHN at the number on your ID card.

## 24/7 Nurse advice line

Get advice from a registered nurse about:

- Whether to seek medical care
- How to care for injury and illness at home
- Self-care for injuries and illnesses like flu or fever

## In a clinic or urgent care center

Get same-day care for non-emergency illnesses or injuries when your doctor is not available. Some urgent care centers now offer X-rays and lab tests, too.

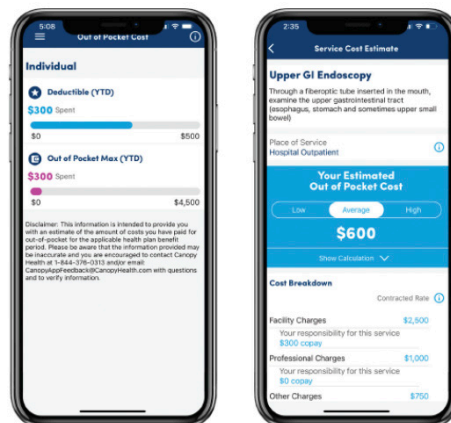


## Understand your costs

The MyCanopyHealth app and portal help members manage their healthcare costs during the year.

Health Net CanopyCare HMO members can view their current out-of-pocket costs throughout the plan year and use the Cost Estimator feature to view estimated costs of services. Members can select from a range of common services to learn about costs upfront and plan ahead.

The Canopy Health Cost Estimator tool is free and easy to access through the MyCanopyHealth mobile app. You can also find it on the member portal at [MyCanopyHealth.com](https://www.mycanopyhealth.com)



# Fill your prescriptions

Your CanopyCare HMO plan lets you fill your non-injectable prescriptions or insulin at **any in-network pharmacy**. If you give yourself injectable medication, talk to your doctor about refills.

## CVS Caremark Mail Service Pharmacy: How it Works

You can pay less by getting up to a 90-day supply of your maintenance medication (not injected) or insulin through the CVS Caremark Mail Service Pharmacy. Medication that is injected (excluding insulin) is not included in the maintenance medication program.

To use the CVS Caremark Mail Service Pharmacy, complete and mail in the CVS Caremark order form or have your doctor call **1-800-875-0867**. Be sure to have the medication's name and your doctor's information handy:

Name, phone number, fax number (if available)

Note: this program only applies to maintenance medications. You can still fill 30-day non-maintenance prescriptions at any Health Net contracted pharmacy. Some medications may not be available through the mail service pharmacy program.

For more information on your pharmacy services — go to [MycanopyHealth.com](https://www.MycanopyHealth.com) or download the MyCanopyHealth app. Creating your account allows you to access the My Benefits section.





# Use Our Wellness Programs to Help You Stay Strong

## Decision Power®: Health & Wellness

When you take your health to the next level, you want tools made for you. Check out Decision Power Health & Wellness to take action for a lifetime of health.

### Care reminder messages

You'll get useful reminders about steps you can take to prevent gaps in your care. These include tests, yearly shots, and more to keep you healthy! Your doctors may also get these reminders so that they can better observe your health status.

### Health assessment

The health assessment provides you with a custom report of your behavioral and medical health risks. After taking the online survey, you'll receive a personal action plan.

### Health Coaching program

Enjoy one-on-one wellness support by telephone with a health coach. You can choose from a number of topics like nutrition, stress management, exercise, tobacco cessation, weight loss, and more.

### Tobacco cessation program

Once you enroll (by phone) in the tobacco cessation program, you get a coach to guide you through the process. Plus, you get access to useful tools to help you quit. These include:

- A website with e-learning tools
- An online chat forum
- Access to your coach via email
- Text messaging support
- A coaching guidebook

## Discover myStrength

With myStrength, you get private access to self-help tools, tips, and daily inspiration. myStrength can help you become and stay healthy – in body and mind. Find help for stress, anxiety, chronic pain, and more. Visit [myStrength.com/go/healthnet/HNSFHSS](https://myStrength.com/go/healthnet/HNSFHSS) for more information.

## The Active&Fit Direct™ program

Find a fitness center or stay active at home! With the Active&Fit Direct program, you'll have access to:

- 11,000+ Standard Fitness Centers and Studios
- 5,000+ NEW Premium Exercise Studios and Fitness Centers
- 4,000+ Digital Workout Videos
- NEW Enroll Your Spouse (or domestic partner)
- Lifestyle Coaching
- No Long-Term Contracts

All starting at just \$25 a month.  
Go to [www.healthnet.com/sfhss](https://www.healthnet.com/sfhss).



Members must be age 18 or older to take part. There is a three-month commitment required. The Active&Fit Direct Program is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health Incorporated (ASH).

## Know who to contact

We're here to help when you have questions about your Health Net plan.

### For all Health Net CanopyCare HMO members

Call the Customer Contact Center at **1-833-448-2042** when you need to ask questions about benefits and eligibility, or get help finding resources.

Our helpful staff are available Monday - Friday from 7:30 a.m. to 5:30 p.m. PST.

### **NONDISCRIMINATION NOTICE**

CanopyCare HMO is offered by Health Net of California, Inc. (Health Net). MHN Services, LLC ("MHN"), a subsidiary of Managed Health Network, LLC, administers behavioral health benefits for Health Net. Health Net of California, Inc. is a subsidiary of Health Net, LLC. Health Net is a registered service mark of Health Net, LLC. All rights reserved.