



CanopyCare HMO

Speakers

Cameron Ghazzagh
VP, Canopy Health

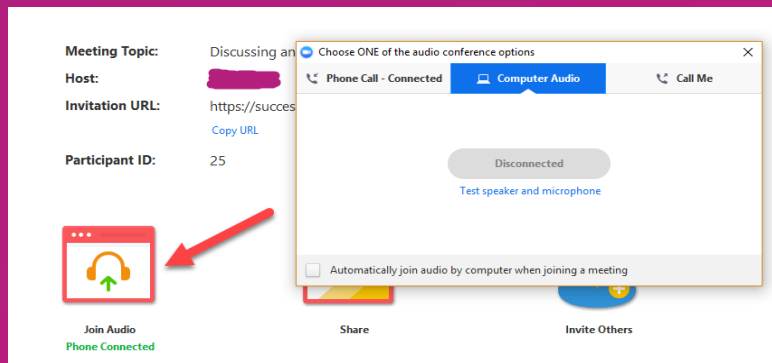
Freddy Reyes
AM, Health Net

Alison King, LCSW
Clinical Program Manager, MHN

Welcome to Health Net/CanopyCare HMO Open Enrollment

Participants are muted upon entering the webinar to avoid background noise.

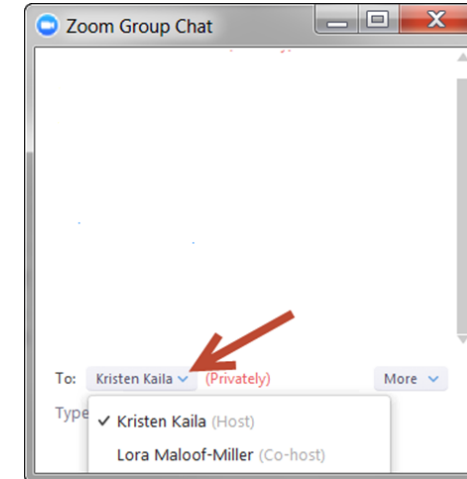
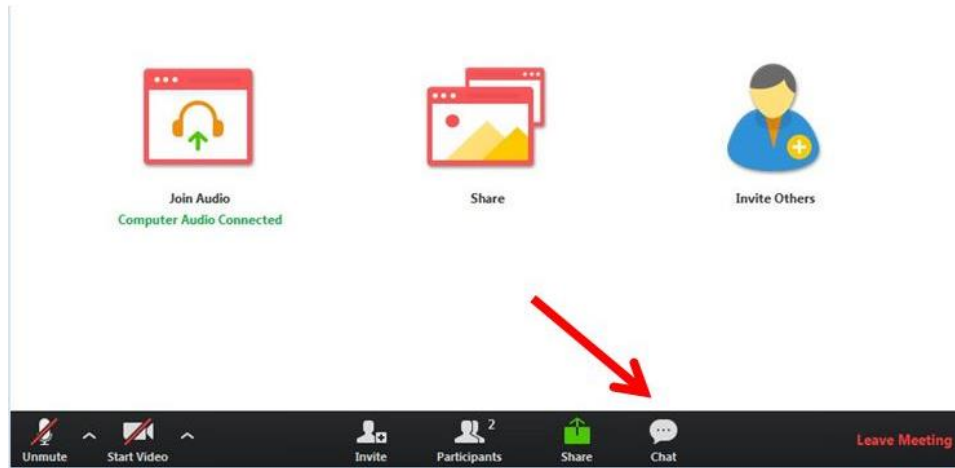
If you wish to change your audio setting: click on the “Join Audio” icon shown on the picture with the arrow. A pop-up box will appear with audio options. Please select your preferred audio option and check the box to set your default selection.



Call-in number for audio: 1-669-444-9171

Conference Code: 994 0149 5477

Chat Function





Welcome, City and County of San Francisco Employees!

What do you get when you combine a homegrown California health plan with a powerhouse medical network?



CANOPYCARE HMO

CanopyCare HMO is a plan offered by Health Net, giving you and your family access to the Canopy Health network, encompassing some of the best doctors and hospitals in the Bay Area.

What is CanopyCare?

- Are other health plans giving you the **run around**?
- Is it a **struggle** to get lab tests, x-rays, and specialist referrals?
- Canopy Health is a care network encompassing some of the **best hospitals and medical groups in the Bay Area**. **Health Net CanopyCare HMO** offers you and your family an affordable pathway into these distinguished health systems.
- As a **system of care**, Canopy Health members experience coordinated care delivery, a one-stop digital experience, and are enabled to seek referrals outside of their own medical group.
- **Where Doctors and Nurses Choose to Be Patients:** Founded in the Bay Area, Canopy Health is owned by providers and used by providers. Many doctors and nurses choose Canopy Health for themselves and their families.



What's New This Year?

✓ Lower Rates

- As one of your most affordable options, CanopyCare continues to offer you and your family access to the same high-quality hospitals and medical groups.

✓ Network Expansion

- North Bay: Sonoma County & Napa County
 - Providence Medical Network
 - Santa Rosa Memorial Hospital, Petaluma Valley Hospital, Healdsburg Hospital, and Queen of the Valley Medical Center
- St. Rose Hospital – Hayward
- Seton Medical Center – Daly City & Moss Beach renovations
- UCSF & John Muir Cancer Center – Walnut Creek (Feb 2024)
- UCSF Bayfront – San Francisco (Aug 2024)

Canopy Health's Powerhouse Network

A Growing Network

Canopy Health's network* is growing fast: We have added seven new hospitals to our network alliance since 2019.

Medical Groups



Hospitals



*Visit Healthnet.com for the official provider directory

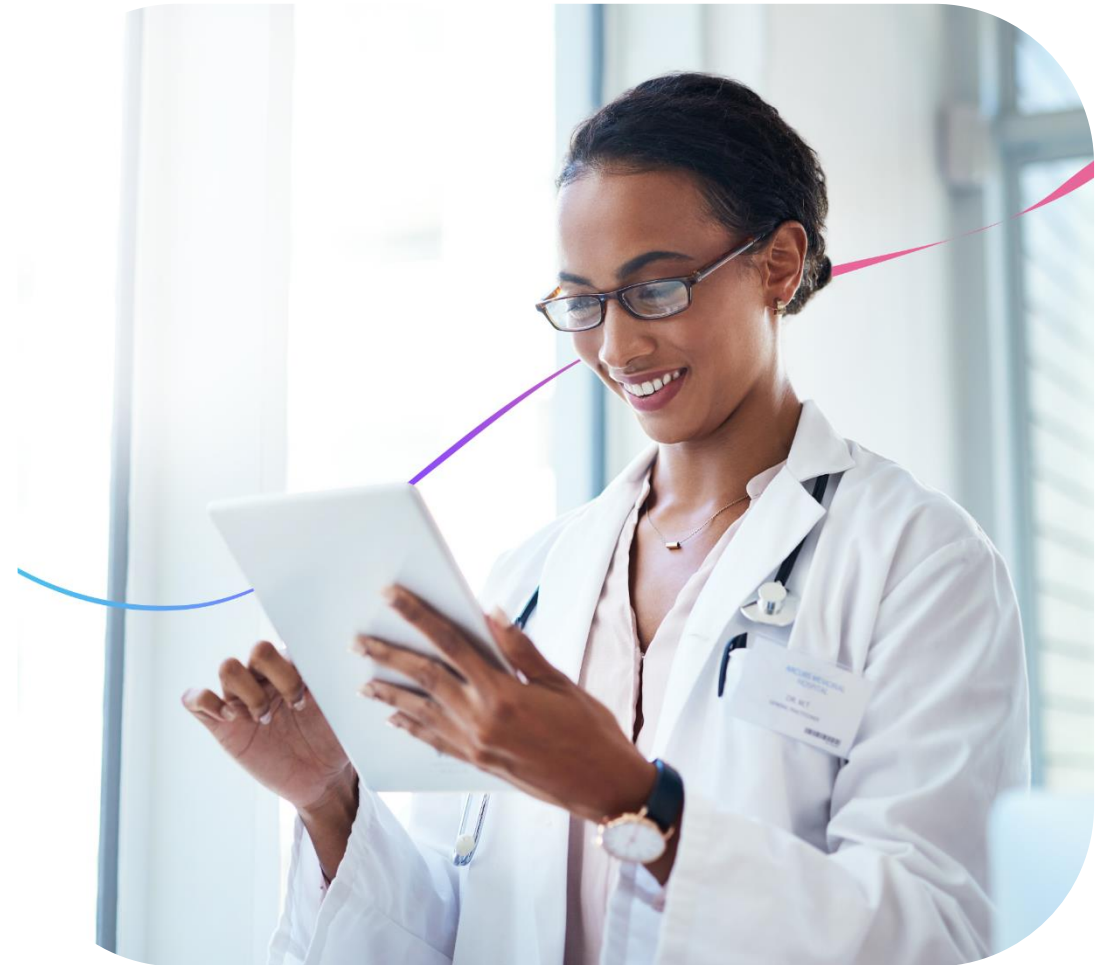
Getting Care: Primary Care

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.

It is important to plan for routine and preventative care. This includes wellness checks every year, vaccines and other care. Your PCP can help direct your care to other providers within the network if needed.

Scheduling your routine and preventative care early is important.

We can assist you in finding a doctor in the CanopyCare HMO network by calling the dedicated SFHSS CanopyCare phone number (833) 448 – 2042.



Use our Alliance Referral Program to Find a Specialist

Canopy Health's unique referral program gives you the choice to find a specialist that's right for you. Most HMOs make you get your care within your medical group. Canopy Health gives you access to **all** our specialists, even those specialists outside your medical group



1

Meet with your primary care doctor to explore treatment options.



2

If a specialist is needed, you and your doctor will discuss the best option within the Canopy Health network.



3

Your doctor will send the referral request to your medical group's referral department. If the referral is approved, you and the specialist will be notified.



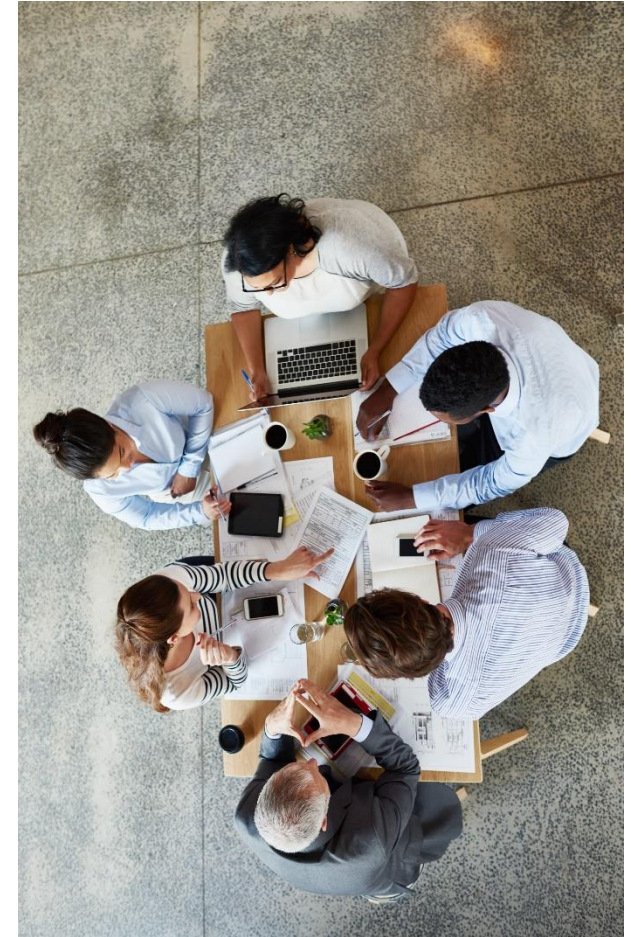
4

Once approved, you're free to schedule an appointment.

For more information on the 'Alliance Referral Program', please call 415-712-1020 Monday – Friday 8:30a – 5:00p PST (closed holidays)

Getting Care: Second Opinions

- Canopy Health is on your side. As a CanopyCare HMO member, second opinions are easy to access – whether for treatments, surgery, or a diagnosis.
- Canopy Health’s network includes some of the best clinicians in the world. Talk to your PCP to get access to Canopy Health’s large network of specialists for an independent second opinion.



Digital Tools

MyCanopyHealth Mobile App and Portal

Use the app or the portal to:

- Search for providers and services
- Schedule an appointment with your PCP*
- Access your virtual ID card
- Learn more about your health plan
- Schedule and attend virtual visits
- View your test results, health summary, and medication list*
- Manage your prescriptions, learn more about your medications or refill a medication*
- Track your health care costs
- Find an urgent care facility nearby

*Participating providers

health net | canopy HEALTH

Hill Physicians | SAN FRANCISCO HEALTH SERVICE SYSTEM

Heather Mouse | Logout

Welcome Back!
The Canopy Health Member Portal is a great resource for you to learn more about your care and coverage and improve your health and wellness!

My Primary Care Provider
Name: MA. THERESA EGASANI-ELISE | Phone Number: (510) 985-5000
Change My PCP | Book Appointment

health net | Last Updated: 06/02/2021 | View ID Card | Hide

Heather Mouse

Member Name Heather Mouse	Member Number FM1	Subscriber Name HEATHER MOUSE
Subscriber Number R12165191	Group Name CanopyCare HMO Plan HGG	Group Number G0700A
EIR Date PPG 01/2021	Birth Month JAN	Plan Type HGG

IPA Name
CANOPY HEALTH - HILL PHYSICIANS MEDICAL GROUP - EAST BAY

Health Plan Name
CanopyCare HMO Plan HGG

Pharmacy
Rx BIN
004336

No quick tips available at this time


Blog Posts

Try Video Visits with MyCanopyHealth
When you need prompt care for concerns that are not true emergencies, Video Visits are an easy and secure option available to you 24/7 without appointment.
Read More

One Family's Journey to Join CanopyCare


Sumiko, Mark, and their kids are making the move to join Health Net CanopyCare. Here is what that transition looks like:

1



Sumiko and Mark choose to enroll their family on Health Net CanopyCare.

2



Sumiko uses any available refills to fill her prescriptions before changing to a new insurance. Mark, who uses a Continuous Positive Airway Pressure (CPAP) machine, contacts his new primary care office to see if he can keep his current CPAP or get a new one.

3




Mark and Sumiko sign medical records release forms and ask their current doctor's offices to send medical records to their new doctors. They do the same for their children's pediatricians.

4



Knowing one of their children has a planned surgery, Mark and Sumiko apply to Health Net for Continuity of Care. Their case is reviewed by a doctor who can decide next steps.

5



Mark and Sumiko have more questions and decide to schedule an office hour appointment with Health Net. The member services team member at Health Net addresses their questions. Mark and Sumiko can make an informed decision.

6



Mark and Sumiko and their family are ready to make new patient appointments with their new doctors.

Behavioral Health

Coordinated by Managed Health Network
Health Net

Health Net Behavioral Health Administered by MHN Services

- Whole person care approach
- No referral or authorization is needed for outpatient office visits (i.e. therapy or medication management)
 - *For certain other services, prior authorization is required*
- 24/7 call center for access to care



Behavioral Health Benefits At-a-Glance

Service	Referral/Authorization Needed?	Co-Pay
Outpatient - Therapy (in person or via telehealth)	NO	\$25
Higher Levels of Care - Inpatient care in a hospital, residential treatment centers, detoxification	YES	\$200 per admit
Outpatient - Other Services - Alternate care, partial hospitalization, day treatment, intensive outpatient programs, inpatient physician visit	YES	\$0

*****Please see Evidence of Coverage for full benefit information*****

How to Contact MHN



CanopyCare HMO

Member ID # [XXXXXXXXXX]-[XXX]

Member FIRST MI LASTNAME
Subscriber FIRST M LASTNAME
Effective Date 01/01/2023
Group Name SFHSS
Group # G0727A
Plan JZ0

Medical Group and PCP
Canopy Health/Hill Physicians
800-445-5747
Effective date with PPG: MM/DD/YYYY

DR. SAYANTA AKKAD
3885 24TH St.
San Francisco, CA 94114-3840
415-529-4522

Copays			
PCP visit	\$25	Urgent Care	\$25
Specialist	\$25	ER	\$100

Health Net of California, Inc. provides the health benefits under this plan
In case of emergency call 911

Deductibles		In-Network	Out-of-Network
One Member		N/A	N/A
Family		N/A	N/A

Out of Pocket Max		In-Network	Out-of-Network
One Member		\$2,000	N/A
Family		\$4,000	N/A

mycanopyhealth.com

Find MyCanopyHealth in Your App Store



Provider Services 1-833-959-2907
Inpatient Admissions 1-800-995-7890
Facility Claims Provider Services 1-844-315-4645
Pharmacy Help Desk 1-800-600-0180
RxBIN 004336 RxPCN HNET RXGROUP: RX6238

Medical Claims Facility Claims Administrator
PO Box 260890, Encino, CA 91426

Mental Health Claims MHN
Payer ID 22771 PO Box 14621, Lexington, KY 40512-4621



Member Services	1-833-448-2042 (TTY: 711)
Mental Health Benefits and Appointments	1-833-996-2567 (TTY: 711)
24/7 Nurse Advice Line	1-800-893-5597 (TTY: 711)
24/7 Virtual Visits with a Doctor	mycanopyhealth.com

Value-Added Programs

Health Net

Chiropractic and Acupuncture Program

QUALITY, AFFORDABLE COVERAGE WITHOUT NEEDING A REFERRAL

Acupuncture Care

\$15 per visit, up to 30 visits per calendar year

Initial examination, subsequent office visits, re-examination

Musculoskeletal and related conditions

Pain, including low back pain, post-operative pain

Carpal tunnel syndrome, headaches, tennis elbow



Chiropractic Care

\$15 per visit, up to 30 visits per calendar year

\$50 annual chiro appliance allowance

Sprain/strain injuries to the spine and extremities

Musculoskeletal and related conditions

Inflammatory disorders, low pain syndromes

Eat Right Now[®] by Sharecare Digital Weight Loss and Diabetes Prevention Program

Eat Right Now program offers digital therapeutic tracks for weight loss and diabetes prevention that combine mindful awareness with a science-based, step-by-step approach.

- 12-month program with CDC Diabetes Prevention curriculum
- Multi-channel coaching with certified weight loss coaches
- Wireless scale and activity tracker*
- Science-based tools to manage cravings and build skills
- Available in English and Spanish
- For members 18+ years old

* Scale offered at no cost for members who qualify for and enroll in the program. Member must input mailing address and complete order to receive the scale. Promo code for no-cost activity tracker may be earned after member completes 10+ **individual days** of program engagement OR achieves 2.5% weight loss at least 30 days after enrollment.



Surgery Support Program



Online elective surgery education and decision-support program

- Focusing on “preference sensitive” conditions
- Educates about surgery and alternatives
- Promotes patient/doctor shared decision making
- Reduces unnecessary surgeries, complications
- Helps members prepare for and recover when they choose surgery
- **\$25 gift card** incentive increases utilization and program benefit/value
- **100%** of Surgery Candidate participation is in the five highest cost areas: Musculoskeletal system, Digestive Abdominal, Heart Disease, Women’s Health and Allergies/Upper Respiratory)

Wellness Programs

Health Net

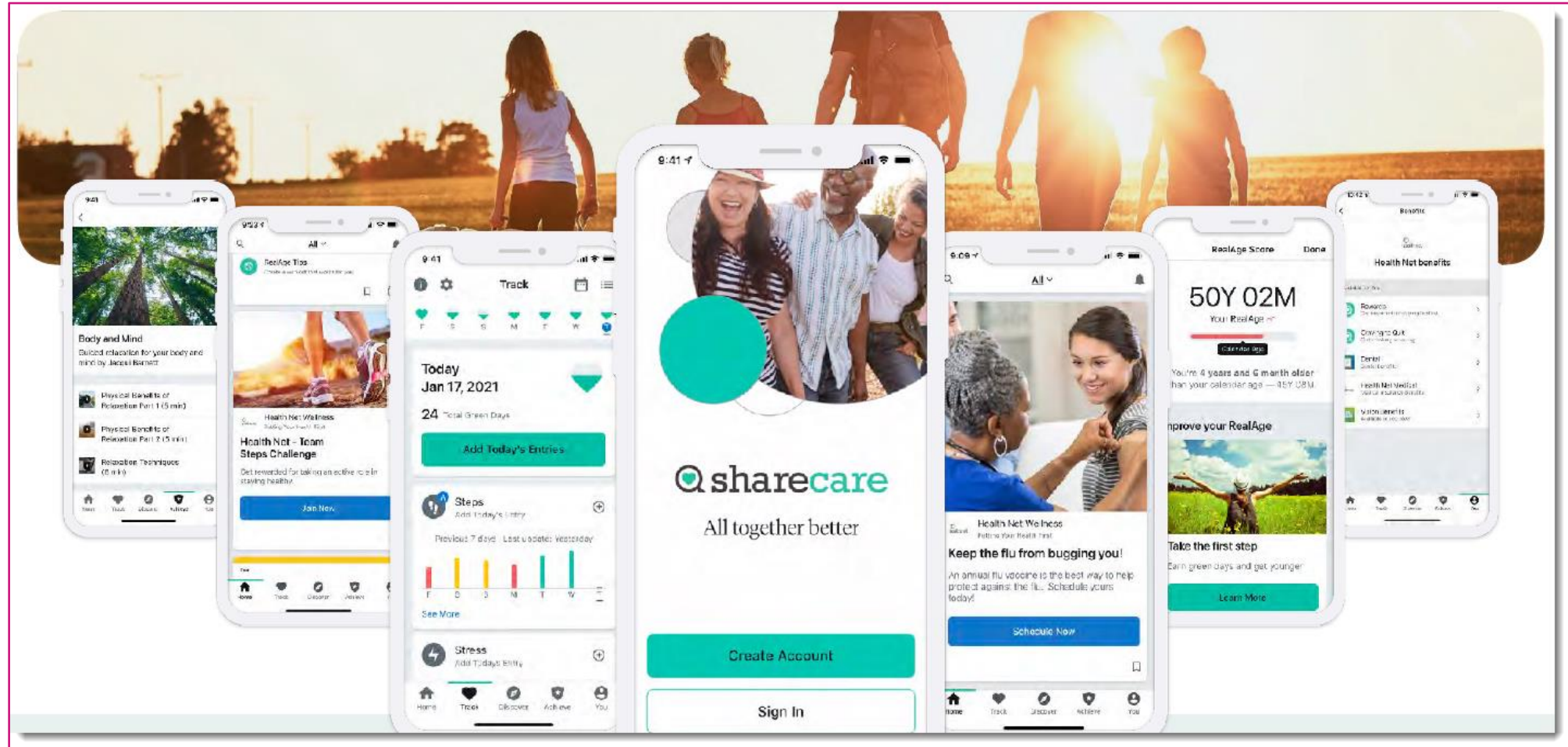
Digital behavioral health program

Highly interactive, individually-tailored applications

- Built-in progress tools and in-the-moment coping tools
- Online community support
 - anxiety, stress and depression
 - Alcohol and drug abuse
 - Pain management
 - PTSD and insomnia
 - Mindfulness



Comprehensive Wellness Platform by Sharecare



Health Net Members: Go to custom SFHSS website > Health & Wellness > Wellness Programs

Enhanced Wellness Reward Program

Members can earn up to a \$100 reward when they complete these actions



Earn \$50 when you complete the online RealAge Test



Earn \$25 when you Share your RealAge Test results with your PCP or Complete 3 Health Coaching calls



Earn \$25 when you complete at least 2 online Sharecare programs: Eat Right Now – Mindful Eating, Crave to Quit – Tobacco Cessation, Health Challenge

Coaching by Sharecare

NCQA Accredited Health Coaching

- 6-month telephonic coaching model with both inbound and outbound outreach depending on progress in changing behaviors and reducing risks
- Highly skilled, trained and empathetic coaches create personalized programs to take healthy steps towards behavior change
- English and Spanish language speaking coaches

8 Areas of Health: healthy weight, tobacco use, physical activity, healthy eating, stress, at-risk drinking, depression, and clinical preventive services



Craving to Quit[®] by Sharecare

Tobacco Cessation Program

21-day support program that includes both telephonic and digital coaching to quit smoking and vaping.

- Access to online community
- Daily tracking
- Daily modules include multiple video lessons and mindful exercises. Optional modules after program completion
- Supports Nicotine Replacement Therapy (NRT)
- Expansion to support members who use forms of tobacco other than cigarettes and/or vapes (e.g., smokeless tobacco, pipe, etc.)
- Post-quit survey after 6-months although the program is ongoing after quit for post-quit support.



Unwinding by Sharecare

Stress less and feel better

- Unwinding is an evidence-based, digital program based on mindfulness.
- Offers on-demand, in-the-moment tools to ease stress throughout the day.

Open to all employees

HN members can register or log-in at: <https://healthnet.sharecare.com>

Non-HN members can register or log-in at: <https://sharecare.com>



Unwinding by Sharecare (cont.)

Set new calming habits with **UNWINDING**

Unwinding is an evidence-based mindfulness program that helps you reduce stress, build resilience, improve sleep and boost your quality of life. It offers a comprehensive approach to stress management when you need it.

Key features:



Mini-courses



Breathing exercises



Mindfulness tools



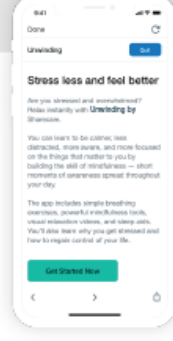
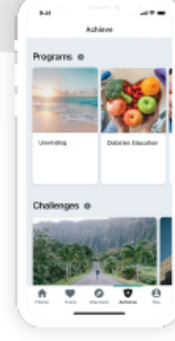
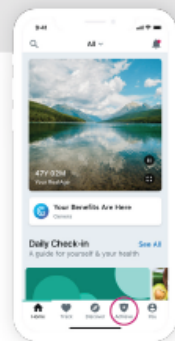
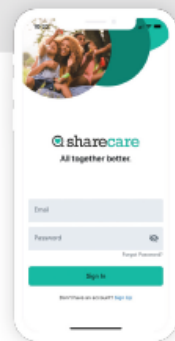
Sleep support



Visual relaxation

How to get started:

- 1 Sign in to your **sharecare** account
- 2 Select **Achieve**
- 3 Select **Unwinding**
- 4 Get started



Stress less

FEEL BETTER WITH UNWINDING BY SHARECARE.

Unwinding is the app you've been looking for to help you reduce stress and feel less anxious throughout the day.

Key benefits:

- **Mini courses:** Short effective video and audio courses on how your mind works and how to use mindfulness to reduce stress and anxiety
- **Exercises:** Guided breathing exercises to help you destress quickly
- **Tools:** Evidence-based mindfulness tools, including guided meditations that build resilience and decrease chronic stress
- **Sleep support:** Including meditations and white noise tracks to help you get to sleep and stay asleep
- **Visual relaxation:** Award-winning videos to help you relax



Wellness Webinar Series

The Wellness Webinar Series is offered the third Wednesday of each month.

- Open to all SFHSS employees.
- Registration is required.
- Webinars are also recorded.

Health Net of California, Inc. and Health Net Life Insurance Company (Health Net)

Learn Healthy Ways to Live Your Best

DISCOVER HEALTH NET'S WELLNESS WEBINARS

Join us for **free** wellness webinars in 2023 – made simple and convenient for you!

Learn more about better health. Sign up for one, or all, of our 45-minute webinars. Presented live and online, each webinar provides info on topics like heart health, how to sleep better and positive thinking.

You can join the monthly webinars in one of two ways:

- view them from your workstation¹ at home or office.
- safely gather (social distance) with co-workers in a workplace meeting room.²

Plus, you can watch any of the past webinars you may have missed by visiting www.healthnet.com.

Once you sign up, you'll get an email before each session with the topic, date and time so you can adjust your schedule.

January	Start the year off right: Well-being tools
February	Cooking for a healthy heart
March	Mind-body connection
April	Work-life balance
May	Mental health – in the Wake of COVID-19
June	Get healthy on a budget
July	Expand your well-being portfolio with green space
August	The benefits of Acupuncture
September	Micro workouts – working out efficiently
October	Take charge of your health
November	Healthy cut, healthy you
December	Healthy habits for life

To sign up, visit www.healthnet.com > Health & Wellness > Health Net Wellness Webinar Series.

The Wellness Webinar Webinars are recorded on a third-party tool.
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HealthNet.com

Our free wellness webinars help employees live a healthier lifestyle.

Healthy Discounts

Value-added discounts on lifestyle improvement products and services, including Weight Watchers, Active&Fit, and more.



Weight management
• Weight Watchers



**Chiropractic/
acupuncture
services and
more**
• American Specialty Health



Eye care
• EyeMed



**Hearing aids
and screenings**
• Connect Hearing
• Beltone



**Fitness club
discounts**
• ChooseHealthy
• Active&Fit

2024 Expanded Program

Active&Fit Direct Fitness Discount Program

Gym or Home: We Have You Covered



- ✓ Members receive simultaneous access to all fitness center facilities within the national network; **12,200+ major fitness centers**
- ✓ **9,700+** guided workout video in the comfort of your home
- ✓ **Just \$28/month** fee (plus \$28 enrollment fee and taxes); member funded
- ✓ Find out more at healthnet.com/sfhss (under Wellness Program)
- ✓ Online directory maps
- ✓ **Free Guest Pass** to try-out clubs (available at most centers)
- ✓ Option to switch fitness centers at any time
- ✓ Online fitness tracking from a variety of popular wearable devices, apps, and exercise equipment

healthnet.com/sfhss

Get more done online

Our custom site for SFHSS features many helpful tools and sections to access information quickly and easily. Here's just a glimpse of what our members can do:

- Find an urgent care center, physician or hospital with ProviderSearch
- Change PCP
- Order new ID cards
- Access health and wellness programs and resources
- View all plan details

The screenshot shows the top navigation bar with logos for healthnet and canopy HEALTH, and links for Enrollment, Members, Health & Wellness, Forms, and COVID-19 Alerts. Below this is a dark blue banner for "2024 Open Enrollment Office Hours". The main content area features a large image of a man and a child on a beach. Below the image, the text reads: "San Francisco Health Service System Members, Welcome to Health Net CanopyCare HMO. Health Net of California, Inc. (Health Net) helps individuals and families get the health care they need through every stage of their lives." There are "Login" and "Register" buttons. A secondary banner says "Get your flu shot today. Talk to your doctor or a pharmacist near you!". At the bottom, there are three featured services: MyCanopyHealth (with a "MyCanopyHealth" button), RealAge Test (health assessment) (with a "Take the RealAge Test now!" button), and Alliance Referral Program (with an "Alliance Referral Program" button).

Changing Plans – what you can expect

Health Net

Medical Basics

Health Net will automatically assign you a primary care physician under our plan. However, you will have up to 90 days to make a correction if needed and if no services have been provided with the assigned provider

If your provider and/or medical group under your current plan are also contracted with Health Net, you will want to ensure that any authorized services taking place in the new year are submitted to Health Net or updated by your medical group

Members are eligible for Continuity of Care when transitioning to Health Net from a plan where: 1) the provider is no longer in-network 2) the member has a qualifying condition, and 3) there is a pre-existing provider relationship

Non-urgent appointments can be hard to come by between January and March. Therefore, it's a good idea to schedule an appointment and confirm availability of your doctor as soon as possible



Pharmacy Program Basics

We strongly encourage all new member to identify: 1) the New formulary 2) differences in the prior authorization requirements, and 3) Cost share differences

Understand the Voluntary Generic Substitution policy under our plan: This policy requires the use of a generic alternatives when available for any brand name prescription, unless the prescribing physician specifies otherwise.

Please note that any existing prescription authorizations and/or clinical criteria notes do not get transferred to new health plans

In order to avoid any issues with your current prescription or self-injectable, we strongly encourage members to review and complete Health Net's "Prescription Transition Forms" which are available under our custom website



Why Choose CanopyCare?

1. **Affordable** access to some of the best hospitals and medical groups in the Bay Area.
2. **Easier Access to specialists** through Canopy Health's unique *Alliance Referral Program*.
3. **Improved member experience** through MyCanopyHealth app and portal.
4. **Network of Choice** for many doctors, nurses, and their families all around the Bay Area.
5. **Health Net Whole Health** member-centric programs and services supporting physical, behavioral and emotional well being.

Learn more & have your personal health needs addressed by signing up for 1:1 Office Hours:

<https://healthnet-canopycare-hmosfhss.myhealthdirect.com/>

To learn more about the CanopyCare HMO, please visit healthnet.com/sfhss

Questions?
