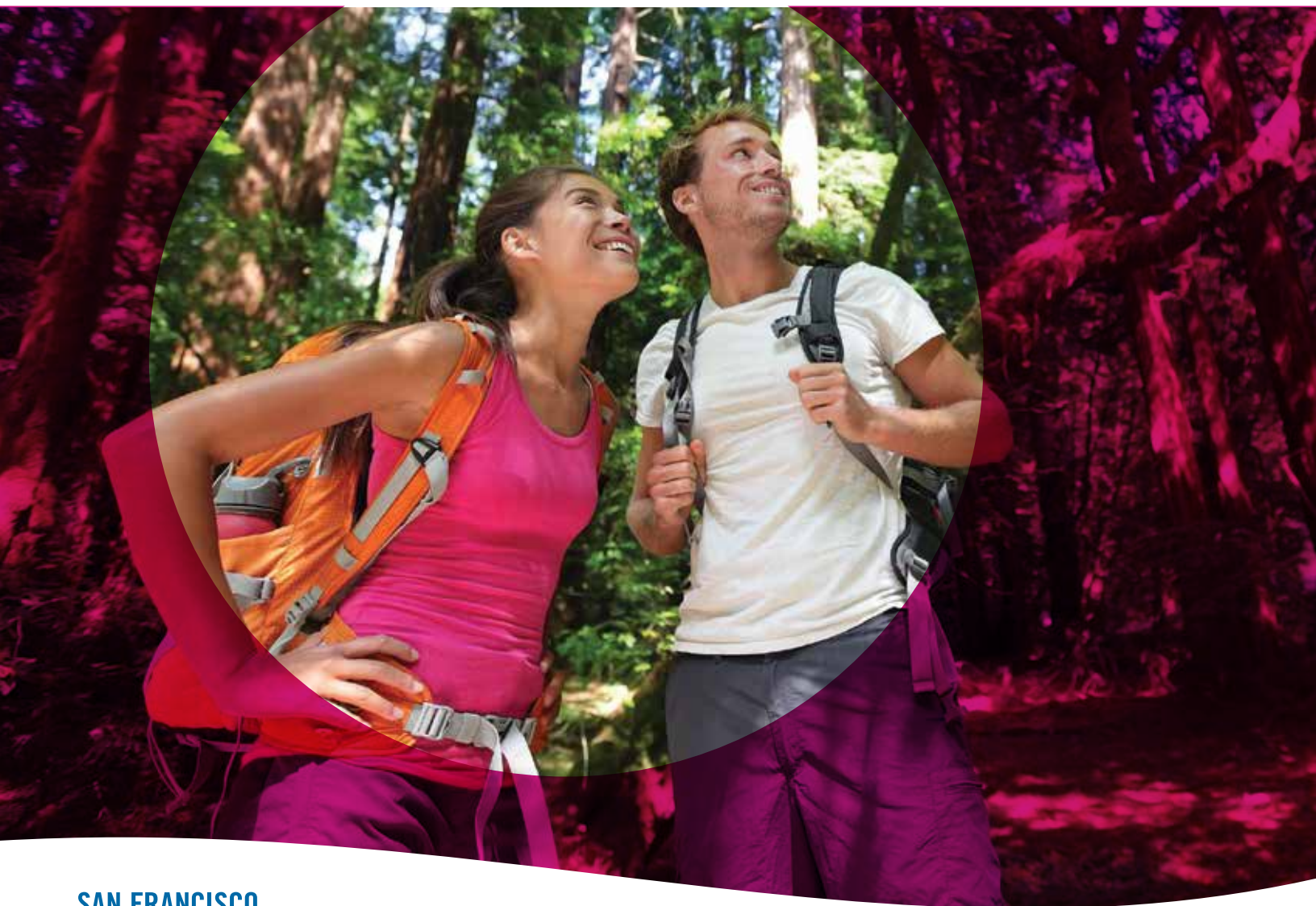


Find Your Balance

YOUR BEHAVIORAL HEALTH BENEFITS



**SAN FRANCISCO
HEALTH SERVICE SYSTEM**



Explore Whole Health – Enjoy a Calm Mind

Find mental health and substance use disorder treatment, when you need it.



Everyone needs help sometimes.

That's why we're here. If you need mental health services or substance use disorder treatment, we'll help you find the right care. When is the right time to seek help? Before a problem becomes out of control.

Your Health Net behavioral health benefits include:

- One-on-one sessions with therapists, psychologists or psychiatrists from our wide provider network, with a \$25 copay.
- Treatment in an in-network higher level of care facility, such as a hospital or residential setting covered at \$200/admission.¹
- Care Management assistance, if needed.



Find your provider

Whether you're looking for a therapist, psychologist or psychiatrist – your well-being is at your fingertips!

Find an in-network behavioral health provider available for members using the **Provider Search Tool**. Search results can be narrowed down to gender, language spoken and provider specialty.



Help is just a phone call away!

Call Health Net Behavioral Health anytime at 833-996-2567 (TTY 711) for:

- Help right away if you're having a crisis or emergency.
- Answers to questions about your behavioral health benefits.
- Help finding an in-network provider with an available outpatient appointment, within 10 business days for a therapist, or 15 business days for a psychiatrist.



Mental Health matters

Check out our mental health resources on our Wellness Center page at **healthnet.com** to help improve your mood and overall well-being.

There are links to our programs to support you in your well-being journey.

Please call Health Net Behavioral Health if you:

- Need support,
- Want help finding a behavioral health provider, or
- Have questions about your behavioral health benefits.

Call toll-free 24 hours a day, seven days a week: **833-996-2567**.
TTY users call **711**.

Member rights and responsibilities

Your privacy

Personal health information is confidential. Your privacy is important to us, and it is protected by state and federal laws.

We speak your language!

When you call Health Net Behavioral Health, free interpretation services are available in more than 250 languages.

Appeals and grievances

If you have a complaint or dispute about Health Net's services or counselors, you may call the Member Services number on the back of your ID card. Submit a complaint online at www.healthnet.com/sfhss. Or, submit a complaint in writing to:

Health Net
Appeals and Grievances
P.O. Box 10348
Van Nuys, CA 91410

Within five calendar days of receiving your complaint, we will let you know (in writing) that we have received your complaint, and we will submit it for resolution to the appropriate department.

¹Preauthorization is required before you receive inpatient treatment, except in an emergency. If you need inpatient treatment or higher level of care, you or a family member, or your doctor or hospital, must call the Mental Health Benefits number on the back of your Member ID card within 24 hours of admission. We'll confirm if your behavioral health benefits are in place and assign a case manager to offer support.