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# UC Post Doc Behavioral Health Benefits 2022

# Health Net & Managed Health Network (MHN)

- MHN provides behavioral health benefits to Health Net members
- These benefits are included as part of medical benefits
- For outpatient office visits (i.e. therapy or medication management) **no referral or authorization is needed**
- For certain other services, prior authorization is required which differs by plan type (HMO or PPO)

# Post Doc HMO Benefits at-a-glance

Service	Referral/Authorization Needed?	Co-Pay
<b>Outpatient Therapy (in person or via telehealth)</b> i.e. individual therapy, medication management	NO	\$10
<b>Higher Levels of Care</b> - inpatient psychiatric, residential treatment, in-patient detox	YES	\$0
<b>Other Services</b> - intensive outpatient, partial hospitalization, psychological and neuropsychological testing, biofeedback, Applied Behavior Analysis, Electroconvulsive Therapy, Transcranial Magnetic Stimulation	YES	\$0

***See Evidence of Coverage for full benefit information***

# Post Doc PPO Benefits at-a-glance

Service	Referral/Authorization Needed?	In Network	Out of Network
<b>Outpatient Therapy (in person or via telehealth**)</b> - individual therapy, psychiatric care/medication management	NO	\$0	<u>IN PERSON</u> = \$0 – deductible waived • member pays any charges which exceed <i>Maximum Allowable Amount*</i> ** <u>TELEHEALTH</u> = <b>NOT COVERED**</b>
<b>Higher Levels of Care</b> - inpatient, residential treatment	YES	\$0	\$0 - deductible waived • member pays any charges which exceed <i>Maximum Allowable Amount*</i>
<b>Higher Levels of Care - Other</b> - partial hospitalization, intensive outpatient	NO	20%	20% - deductible waived • member pays any charges which exceed <i>Maximum Allowable Amount*</i>
<b>Other Services</b> - psychological and neuropsychological testing, Applied Behavior Analysis, Electroconvulsive Therapy, Transcranial Magnetic Stimulation	NO	\$0	<u>IN PERSON</u> = \$0 – deductible waived • member pays any charges which exceed <i>Maximum Allowable Amount*</i> ** <u>TELEHEALTH</u> = <b>NOT COVERED**</b>

\***Maximum Allowable Amount** = The amount Health Net bases reimbursement for Covered Services and Supplies provided by an Out-of-Network Provider, which may be less than the amount billed for those services and supplies.

**See Certificate of Insurance for full benefit information**

## MHN COMMERCIAL TELEHEALTH GROUPS 2022

GROUP	PROVIDER TYPE	WEBSITE	CONTACT INFO	ADDITIONAL INFORMATION
<b>Array Behavioral Care</b>	Psychiatrists, ARNPs, Licensed Clinicians	<a href="https://arraybc.com/">https://arraybc.com/</a>	On-line booking/provider availability option 800.442.8938	Adults and children ages 6 up Able to serve members with Autism Spectrum Disorder
<b>Babylon (California Telemedicine Associates)</b>	Psychiatrists Licensed Clinicians	<a href="https://www.babylonhealth.com/us/download-app">https://www.babylonhealth.com/us/download-app</a>	On-line booking/provider availability option 800.475.6168 support@babylonhealth.com	Membership Code: <b>HNCOM</b> Adults only Appointments available from 7am-7pm
<b>Bright Heart Health, Inc.</b>	Psychiatrists Licensed Clinicians	<a href="https://www.brighthousehealth.com">https://www.brighthousehealth.com</a>	24 hour virtual clinic 800.892.2695	Adults only Substance Use, Eating Disorders, Group Therapy
<b>Daybreak Health</b>	Psychiatrists Licensed Clinicians	<a href="https://www.daybreakhealth.com/">https://www.daybreakhealth.com/</a>	On-line booking/provider availability option 415-992-6155	Adolescents – 12-19 y.o. Mobile App for Adolescents to chat with clinician ( <a href="https://apps.apple.com/us/app/daybreak-teen-counseling/id1523709183">https://apps.apple.com/us/app/daybreak-teen-counseling/id1523709183</a> )
<b>HealthLinkNow</b>	Psychiatrists Licensed Clinicians	<a href="https://healthlinknow.com/">https://healthlinknow.com/</a>	On-line booking/provider availability option 888-880-8443 info@healthlinknow.com	Adults and children ages 6 up Evening and weekend appointments available
<b>LifeStance Health</b>	Psychiatrists Licensed Clinicians	<a href="https://lifestance.com/">https://lifestance.com/</a>	On-line booking/provider availability option	Telehealth or in person/in office sessions – available at multiple locations throughout California
<b>Octave</b>	Psychiatrists Licensed Clinicians	<a href="https://www.findoctave.com/">https://www.findoctave.com/</a>	<a href="mailto:support@findoctave.com">support@findoctave.com</a>	Adults only LGBTQ+ specialization Telehealth or in person/in office sessions – available in San Francisco and Los Angeles
<b>Telehealthdocs</b>	Psychiatrists Psychologists (only)	<a href="http://telehealthdocs.com/">http://telehealthdocs.com/</a>	661-840-9270 info@telehealthdocs.com	Adults and children ages 10 up - if under 10 y.o. - will review on case-by-case basis Call to schedule an appointment
<b>Telemed2u</b>	Psychiatrists Licensed Clinicians	<a href="https://www.telemed2u.com/">https://www.telemed2u.com/</a>	On-line booking/provider availability option 855-446-8628 info@telemed2u.com	Adults and children ages 6 up Evening appointments available

# Access to Care - Customer Service

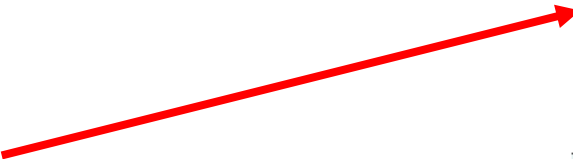
- Call # on back of card (*see following slide*)
- ***Ask for help finding a provider with availability*** (*vs. being sent a list of providers to call*)

***A coordinator will make calls to providers on member's behalf  
and contact them once an available provider is found***

*Please note: regulatory requirements dictate access to care as follows:*

- MD (i.e. psychiatry/medication management) = 15 business days
- Non-MD (e.g. therapist – LCSW, LMFT, PhD, LPCC, etc. ) = 10 business days

# SAMPLE MHN Customer Service



## [www.healthnet.com](http://www.healthnet.com)

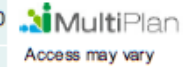
Member Services 1-888-893-1572 (TTY: 711)  
Mental Health Benefits and Appointments 1-888-935-5966 (TTY: 711)  
24-hour Nurse Advice Line 1-800-893-5597 (TTY: 711)  
24/7 Video Doctor Appointment [www.babylonhealth.com/us/hnc](http://www.babylonhealth.com/us/hnc)

**Provider Services** 1-800-641-7761  
To report, or request approval for, inpatient admits, call: 1-800-995-7890

**Pharmacy Help Desk** 1-800-600-0180  
RxBIN #004336 RxPCN 'HNET' Processor Caremark

**Medical Claims** Health Net Commercial Claims  
Payer ID 95567 PO Box 9040, Farmington, MO 63640-9040

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



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# Find a Provider – Self-Service [www.MHN.com](http://www.MHN.com)

The screenshot displays the MHN website interface. At the top left is the MHN logo with the tagline "A Health Net Company™". To the right are navigation links for "Find a Provider", "About Us", and "Contact Us", along with a search bar and a "Contrast" toggle set to "Off". Below the navigation is a main banner featuring a photograph of two women smiling. On the left side of the banner are three menu items: "Why MHN", "Products And Services", and "Partner With Us". On the right side of the banner is a language selection dropdown menu, which is circled in red. The dropdown menu lists the following languages: English, Provider Nomination, العربية (Arabic), Գարնաբն (Armenian), 廣州話 (Chinese Cantonese), हिन्दी (Hindi), Hmoob (Hmong), 日本語 (Japanese), 한국어 (Korean), ខ្មែរ (Mon-Khmer, Cambodian), Diné bizaad (Navajo), فارسی (Persian, Farsi), ਪੰਜਾਬੀ (Punjabi), Русский язык (Russian), Español (Spanish), Tagalog (Tagalog, Filipino), ไทย (Thai), and Tiếng Việt (Vietnamese). Below the banner are three main service buttons, each with an icon and a label: "Find a Provider" (circled in red) with a caduceus icon, "Health Library" with a book icon, and "Contact Us" with a person icon.



# Self Service (cont.)

1. Benefit Plan Selection: *“Other Health Net Plans”*
2. Other Health Net Plans: *“Health Net of California”*
3. Do you want to search... *“Yes”*
4. Please select the plan from this list:

*PPO – Large Group/Small Group*

**OR**

*HMO – Full Network Large Group*

MHN  
A Health Net Company\*

When employees live better,  
companies work better.

## Find a Provider

En Español

Please enter your member information and follow the screen prompts below to select a provider from our expansive network.

STEP 1 Enter Member Info

STEP 2 Add Search Info

STEP 3 Add Optional Criteria

[Need help in your language?](#)

Full and Equal Access Information

Benefit Plan Selection	Health Net Plans
	<input type="radio"/> Medicare Advantage health plan
	<input type="radio"/> Cal MediConnect health plan
	<input type="radio"/> Medi-Cal member plan
	<input checked="" type="radio"/> Other Health Net Plans (Health Net of California/Oregon/Arizona)
	<input type="radio"/> MHN Behavioral plan
	<input type="radio"/> EAP (For California Members)

Other Health Net Plans:

Do you want to search for providers who accept a specific plan?  Yes  No

Please select the plan from this list:

Next

# Self Service (cont.)

1. For providers offering telehealth – check box
2. Enter proximity, state, zip code (*required fields to add additional filters*)
3. Select “Add Optional Criteria”

**Find a Provider**

Please enter your member information and follow the screen prompts below to select a provider from our expansive network.

STEP 1 Enter Member Info ✓

STEP 2 **Add Search Info**

STEP 3 Add Optional Criteria

[Need help in your language?](#)

Full and Equal Access Information

If your plan provides out of state coverage and you are needing providers outside of California, please call MHN at 1-800-797-7016

**Search by Telehealth**  This is required.

State: CALIFORNIA ▼

Last Name:

OR

**Search by Distance** Proximity, State and Zip Code are required

Proximity: Within 5 ▼ miles of:

Address:

City:

State and Zip Code: CALIFORNIA ▼ 94720

Provides Telehealth Service:

OR

**Search by Provider Name and Location** State and one other field are required

Last Name:

Area Code:

City:

State and Zip Code: CALIFORNIA ▼

County: Select County ▼

**Add Optional Criteria** / View Search Results

# Self Service (cont.)

Multiple search options available, such as gender, provider license type, specialization, language...  
Make sure to check “Show only providers accepting new patients”

## Find a Provider

Please enter your member information and follow the screen prompts below to select a provider from our expansive network.

**STEP 1** Enter Member Info ✓  
**STEP 2** Add Search Info ✓  
**STEP 3** Add Optional Criteria

[Need help in your language?](#)

[Full and Equal Access Information](#)

### Narrow your search results by:

**Show only providers accepting new patients:**

**Gender:**  No Preference  
 Male  
 Female

**Provider License:**  No Preference  
 Facility  
 Nurse  
 Masters Level  
 Psychiatrist  
 Psychologist  
 Applied Behavioral Analyst

**Specialty(s):**   
ABA Therapist  
ADHD  
Addictionologist/ASAM Certified  
Adol Behav Disorders  
Adults  
Alcohol/CD  
Anger Management  
(Control-click to select more than one)

**Language Spoken:**

**Disability Access:**

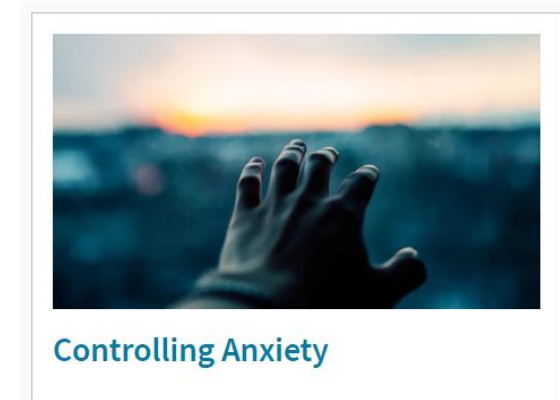
**Search**



myStrength is an interactive wellness platform (web and app based) which provides self-management/self-care tools to improve health needs from a mind/body/spirit perspective. Modules include:



- Stress
- Depression
- Anxiety
- Substance Use Disorder
- Trauma & PTSD
- Opioid Recovery
- Chronic Pain
- Insomnia
- Mindfulness and Meditation
- Balancing Intense Emotions (DBT)



To sign up:

- <https://mystrength.com/>
- Access Code
  - For HN Members – “HNwell”
  - For community at large - “HNCommunity”

# Help/Hotlines

National Parent Helpline - 1-855-427-2736 - M-F -10am-7pm PST

California - Essential/Basic Needs - 211 – available 24/7

## Domestic Violence and Crisis

- 24-hour Domestic Violence Hotline: 1-800-799-7233 or <https://www.thehotline.org/> (click *Chat Now*)
- Crisis Text Line: Text HOME to 741741 for 24/7 crisis support

## Substance Use

- SAMHSA National Helpline: 1-800-662-HELP

## Mental Health

- 24-hour Suicide Prevention Lifeline: 1-800-273-8255 or text 838255
- NAMI California: 1-800-950-NAMI from 7am – 3pm or email [info@namica.org](mailto:info@namica.org)
- California Peer-Run Warm Line: 1-855-845-7415

## LGBTQ+

- Trevor Project: 1-866-488-7386 or text START to 678678 for 24/7 information and suicide prevention resources for LGBTQ youth
- Lesbian, Gay, Bisexual and Transgender National Hotline: 1-800-273-8255 from 1pm – 9pm for support, information or help finding resources

## California Department of Health Care Services – CalHOPE

- [www.calhope.org](http://www.calhope.org) - Warm Line 833-317-HOPE (4673) - *peer counselors - provide nonjudgmental support and guide people to community resources that can help them cope with emotional issues and stay connected to others.*