



PO Box 9103  
Van Nuys, CA 91409-9103

«FirstName» «LastName»  
«Address1»  
«Address2»  
«City», «State» «Zipcode»

**A message from Health Net of California, Inc. (Health Net)**

Dear <<FirstName>> <<LastName>>,

A main goal for Health Net is to keep you informed on changes to your health plan and benefits. With this in mind, please know that as of January 1, 2024, your behavioral health benefits will no longer be administered by MHN and will be arranged directly by Health Net. This means you'll keep the same great benefits but the MHN **name** as the administrator will be removed, and these benefits will be known simply as Health Net's **Behavioral Health Services**.

- These changes will be displayed on your new Member ID card. You should receive your card before January 1, 2024.
- There will not be any change to the provider network due to this change in behavioral health benefits administrator.\* And for the first few months of 2024, you will still use the MHN Provider Search on [www.healthnet.com](http://www.healthnet.com).

**Don't forget! As of August 2023 your new preferred telehealth services provider is now Teladoc Health (Teladoc).**\*\* Renewing members: Teladoc's information will be updated on your January ID card. You can enroll in Teladoc by going to [www.teladoc.com](http://www.teladoc.com). Or, you can call 800-TELADOC (835-2362).

If you have any questions or concerns, call the Customer Contact Center. The number will be on the back of your Member ID Card. You may also contact Health Net through our website at [www.healthnet.com](http://www.healthnet.com).

Sincerely,  
Your Health Net Team



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\* The provider network is subject to change in the normal course of business and consistent with your coverage.

\*\*You may receive services on an in-person basis or via telehealth, if available, from your primary care provider, a treating specialist or from another contracting individual health professional, contracting clinic, or contracting health facility consistent with the service and existing timeliness and geographic access standards required under California law. Any cost share for services received through Teladoc Health (Teladoc) will accrue toward your out-of-pocket maximum and deductible (if your plan has a deductible). By scheduling through Teladoc, you consent to receive services via telehealth through Teladoc. See your health plan coverage document for coverage information and for the definition of telehealth services. You have a right to access your medical records for services received through Teladoc. Unless you choose otherwise, any services provided through Teladoc shall be shared with your primary care provider.

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