

Update: Find a Provider launching Thursday, 9/25

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Streamlined Find a Provider Tool Launches Thursday, 9/25

Gives Health Net members a fast, reliable search experience

The Health Net Find a Provider tool will launch on Thursday, 9/25, and bring a brand-new user experience to Health Net members! The new Find a Provider is streamlined to make it faster to find in-network providers based on plan, specialty, and location.

Benefits of the new Find a Provider

- ▶ **Streamlined process:** Aligns with our digital transformation strategy and focuses on member-first innovation.
- ▶ **Improved member experience:** A seamless, unified way for members to easily search across all Health Net plans.
- ▶ **Single-entry point:** Faster, more reliable access for prospective and current members.
 - Increased digital engagement with fewer support issues
 - Enhanced member satisfaction with improved access to care

How we're communicating to members

To support the transition, members will **see a website pop-up message** on **HealthNet.com** and **MyHealthNetCA.com** during the rollout.

Live Launch Message:

Now Live: Find a Provider Has a New Look

Enjoy a faster, more user-friendly experience. You can now quickly find and choose the right provider for you. Learn more (links to tutorial video).

This message is designed to inform and guide members as they begin to use the updated tool.

Questions?

If you have any questions about this email, please contact your Health Net Account Representative.

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