

IMPORTANT NOTICE

Advance Directive

THIS NOTICE INCLUDES IMPORTANT DETAILS ABOUT YOUR RIGHTS UNDER FEDERAL AND CALIFORNIA LAW AS A HEALTH NET CAL MEDICONNECT MEMBER.

You have the right to say what you want to happen to you and your health if you cannot decide for yourself.

Sometimes people become unable to decide about their own health care for themselves due to emergencies or illness. You have the right to say what you want to happen in these cases.

This means that, if you want to, you can:

- **Fill out a written form** to give someone the legal right to make medical choices for you if you ever become unable to say what you want to happen.
- **Give your doctors written orders** about how you want them to handle your medical care if you become unable to make decisions for yourself.

If you want to use an “advance directive” to give your orders, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, from the California Medical Doctor Association by calling <1-800-786-4262> (National Relay Service TTY: 711), or from some office supply stores. The form is also available on the website of the California Attorney General at <https://oag.ca.gov/>.

You can sometimes get advance directive forms from organizations that give people information about Medicare.

- **Fill it out and sign it.** No matter where you get this form, keep in mind that it is a legal notice. You should think about having a lawyer help you prepare it. In California, the advance directive must be either signed before a notary public or signed by at least two witnesses who satisfy the state law. California law requires that each witness be an adult and cannot be:
 - Your chosen agent;
 - Your health care provider or someone who works for your health care provider; or
 - Someone who works in the place you live.

Also, a family member may serve as only one of the two witnesses.

(continued)



By law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

“Advance directives” are legal notices you can use to give your orders before you are unable to make your own health choices. There are many types of advance directives with unique names. Notices called “living will” and “power of attorney for health care” are samples of advance directives.

If you live in a skilled nursing facility, your advance directive must be signed by the right agent to be active.

- **Give copies to people you trust.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make health choices for you if you can't.

You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to the hospital, and you have signed an advance directive, take a copy with you to the hospital.

- **If you are checked in to the hospital,** they will ask you whether you have signed an advance directive form and whether you have it with you.
- **If you have not signed an advance directive form,** the hospital has forms available and will ask if you want to sign one.

Please know, it is your choice whether you want to fill out an advance directive, this includes whether you want to sign one if you are in the hospital.

We are required to inform you of the information below:

- We cannot deny you care or discriminate against you based on whether or not you have signed an advance directive.
- If you have signed an advance directive, and you believe that a doctor or hospital did not follow the orders in it, you may file a complaint with the Office for Civil Rights U.S. Department of Health & Human Services, 90 7th Street, Suite 4-100 San Francisco, CA 94103. The telephone number is 1-800-368-1019 (TDD: 1-800-537-7697).
- We require our network doctors to record in a main part of your current medical record whether or not you have signed an advance directive.
- We must comply with state law about advance directives.
- We teach our staff about our process for advance directives.
- We offer public learning about advance directives through our website, doctor offices and health fairs.

You can find additional information about your rights as a member of this plan in your Member Handbook and Summary of Benefits.

(continued)



Questions?

**Los Angeles:
1-855-464-3571**

**San Diego:
1-855-464-3572
(TTY users call 711)**

*Member Services
can help.*



We are here to help!

If you have any questions about advance directives or your member rights – **please call us!**

Call Health Net Cal MediConnect Member Services:

**Los Angeles: 1-855-464-3571, San Diego: 1-855-464-3572
(TTY users should call 711).**

Hours are from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned within the next business day.

Health Net Community Solutions, Inc. is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-855-464-3571 in Los Angeles County or 1-855-464-3572 in San Diego County (TTY: 711) from 8 a.m. to 8 p.m., Monday through Friday. After hours, on weekends and on holidays, you can leave a message. Your call will be returned within the next business day. The call is free.

FLY037341E000 (12/19)