

Type www.healthnet.com/csb into your web browser and the picture below will pop up



Health Net Register Now
Find a Doctor or Hospital

I'M SHOPPING ▾ I'M A MEMBER ▾ I'M A BROKER ▾ I'M AN EMPLOYER ▾ I'M A PROVIDER ▾

COUNTY OF SAN BERNARDINO
My Health Matters
Complete a Health Risk Questionnaire ("HRQ")
Healthy Baby
Provider Search
Benefits of Health Net Membership
My Benefits
Health Net Newsletters
Contact Us

Get to Know the Member Site
• Take a tour
• Members, register now!

HEALTH NET MOBILE Mobile App Available Now!

My Health Matters!
County of San Bernardino
Welcome to Health Net!

Your Health Plan...Your Information Site!

Health Net is pleased to offer health care benefits to the County of San Bernardino. We are committed to providing our members with innovative programs and excellent personalized services.

Important Pharmacy Program Change

Effective July 31, 2010 - mandatory mail order/maintenance choice pharmacy program begins for all County of San Bernardino Health Net **Active Employees** and their enrolled dependents. This program becomes effective August 1, 2010 for **COBRA participants** and their enrolled dependents.

- Beginning July 31, 2010, the plan requires you to obtain maintenance medications¹ through the Mandatory Mail Order / Maintenance Choice Pharmacy program **after** you have filled your prescription of at least a 30-day supply of maintenance medications two (2) times at a retail pharmacy.
- This program allows you to receive a 90-day supply of medication from either the CVS Caremark Mail Order Program, or a CVS Retail Pharmacy at your plan's specific mail order copay amount. Please consult your Evidence of Coverage or Certificate of Insurance for your specific plan for full details, or click on one of the links shown below.
- This program does not apply to non-maintenance medications.

Site Features

Log in or Register to access:

- Decision Power Health & Wellness
- Health Risk Questionnaire
- Personal Health Record
- Medication Center
- Get Decision Support
- Talk to a Health Coach
- Preventive Guidelines
- Treatment Cost Estimator
- Compare Hospitals
- Member Discounts
- Wellness Programs
- Health News
- Newsletters
- Alerts and Recalls
- See Who's Covered
- Check Claims
- Order ID Cards
- Change a PCP
- Create a Customized Physician Directory with maps
- Get forms

Then click on "Complete a Health Risk Questionnaire ("HRQ")



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- This program does not apply to non-maintenance medications.

You will then see this page. Enter your user name. If you are not registered on Healthnet.com you **MUST** register first. Click on "Register Now"



Health Net Try our beta search!

[Home](#) | [Customer Support](#) | [En Español](#) | [Find a Doctor or Hospital](#)

[I'M SHOPPING](#) ▾ | [I'M A MEMBER](#) | [I'M A BROKER](#) | [I'M AN EMPLOYER](#) | [I'M A PROVIDER](#)

Enter Your User Name

Please enter your username

User Name Information

*User Name	<input type="text"/>
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[Forgot your user name?](#)

[Where do I enter my password?](#)

[Register Now](#)

[Medicare Information](#) | [MHN](#) | [Health Net Dental](#) ▾ | [Federal Services](#) | [Find My Site](#) ▾ | [Investor Relations](#) | [Newsroom](#)

[Health Net Associates](#) | [Careers](#) | [Suppliers](#) | [Privacy](#) | [Terms of Use](#) | [Medical Policies](#) | [Secure Messaging](#) | [Site Feedback](#)

Enter requested information. Questions continue keep scrolling down.



[Register Now](#)

[LOG IN](#)

[Contact Us](#) | [En Español](#) | [Find a Doctor or Hospital](#)

[I'M A MEMBER](#)

[I'M A BROKER](#)

[I'M AN EMPLOYER](#)

[I'M A PROVIDER](#)

 [SEE OUR PLANS](#)

 [MY MEDICAL BENEFITS](#)

 [MY PHARMACY BENEFITS](#)

 [MY CLAIM HISTORY](#)

 [DECISION POWERSM HEALTH & WELLNESS](#)

 [DOCTOR & HOSPITAL INFORMATION](#)

 [MANAGE MY ACCOUNT](#)

Quick Links

- [View My Benefit Details](#)
- [Order ID Card](#)
- [Print Temporary ID Card](#)
- [Change Primary Care Physician](#)
- [Find a Pharmacy - Medicare Members](#)

Member Registration

For immediate access to all of the features on the Health Net Member web site, please enter the requested information below.

If you have concerns about your privacy, or about the security of this web site, please view our [Privacy and Security Policy](#).

Our site requires users to give us unique identifiers in order to log into many areas of the site. You must take responsible and appropriate steps to safeguard your identification numbers to help protect your privacy against unauthorized users.

If you have difficulty completing your registration, please review our [Frequently Asked Questions](#) or [contact us](#).

* Required Field

* ID # / Subscriber #:
[What's This?](#) 

* Date of Birth:
[What's This?](#) 

* Email Address:
[What's This?](#) 

* Confirm Email Address:
[What's This?](#) 

Use my email address as my user

My Health Net

Please log in to access your plan information.

User Name:

Password:

[SUBMIT](#)

[Forgot your user name?](#)
[Forgot your password?](#)
[Register Now](#)



[ProviderSearch](#)

find doctors, hospitals, and more

Make sure that all boxes are checked if appropriate. Otherwise it will give you an error and you will have to start over. Click on "Register" and you will be redirected to the page where you can enter your user name and password that you just created.



Members

* Confirm Email Address:

[What's This?](#)

Use my email address as my user name

* User Name:

[What's This?](#)

* Confirm User Name:

[What's This?](#)

* Create a Password:

[What's This?](#)

* Confirm Password:

[What's This?](#)

* Password Security Question:

[What's This?](#)

* Password Security Question Answer:

[What's This?](#)

Language Preference:

[What's This?](#)

Personal Health Records:

[What's This?](#)

Add my claims to my personal health records (PHR).

* I accept the [Terms of Use](#) of this website

Enter user name and click "Submit"



The screenshot shows the Health Net website's login interface. At the top left is the Health Net logo. To the right, there is a search bar with the text "Try our beta search!" and a "SEARCH" button, followed by a "LOG IN" button. Below these are navigation links: "Home", "Customer Support", "En Español", "Find a Doctor or Hospital", and a "REGISTER NOW" button. A horizontal menu below contains links for "I'M SHOPPING", "I'M A MEMBER", "I'M A BROKER", "I'M AN EMPLOYER", and "I'M A PROVIDER". The main content area features a heading "Enter Your User Name" and a prompt "Please enter your username". Below this is a "User Name Information" section containing a text input field labeled "*User Name", a "Forgot your user name?" link, a "Where do I enter my password?" link, and a "Register Now" link. A "SUBMIT" button is located at the bottom right of the form area. At the bottom of the page, there is a footer with various links: "Medicare Information", "MHN", "Health Net Dental", "Federal Services", "Find My Site", "Investor Relations", and "Newsroom".

Click on "Complete a Health Risk Questionnaire"



The screenshot displays the Health Net website interface. At the top left is the Health Net logo. To the right are links for "Contact Us", "En Español", and "Find a Doctor or Hospital", along with a "LOG OUT" button. Below this is a navigation bar with tabs for "I'M A MEMBER", "I'M A BROKER", "I'M AN EMPLOYER", and "I'M A PROVIDER". A search bar is located on the right side of this bar.

The main content area is divided into several sections:

- Left Sidebar:** A vertical menu with icons and text for "MY MEDICAL BENEFITS", "MY PHARMACY BENEFITS", "MY CLAIM HISTORY", and "DECISION POWER™ HEALTH & WELLNESS". Under the last item, there is a "View My Health Guide" section with a list of links: "Complete a Health Risk Questionnaire", "Populate My Health Record", "Start an Exercise Program", "Make a Nutrition Plan", "Manage My Weight", "Manage My Stress", "Quit Smoking", "Research Conditions", "Preventive Guidelines", "Antibiotic Awareness", "Treatment Cost Estimator", and "Compare Medical Groups". A blue arrow points to the "Complete a Health Risk Questionnaire" link.
- Top Navigation:** A horizontal bar with links for "Home", "Medication Center", "Health Topics", and "Living Healthy".
- Hero Section:** A large green banner featuring a photo of a man and a woman in winter gear. Text reads: "Decision Power™ brings together the information, resources and personal support that fit you, your health and your life." Below the photo is a "Welcome," message.
- My Health Guide Section:** A section titled "My Health Guide" with the subtext "Recommendations based on your health profile:". It contains two sub-sections:
 - Getting Started:** A list of links: "Check your Symptoms with the WebMD Symptom Checker", "Take or Update the Stress Assessment", "Take or Update the Eye Health Assessment", "Heart Murmur - Topic Overview", and "Allergic Rhinitis - Overview".
 - News For You:** A link for "Spring Allergies: A Q&A with Our Top Expert" with a sub-link: "How to handle the runny nose, itchy eyes, and sinus pain of spring".
- Right Sidebar:** A vertical menu with sections: "My Message Center" (You have 0 new messages), "Decision Power" (Strive for Balance with Decision Power for Weight Management, Nourish your body with Decision Power for Balanced Nutrition, Quitting Matters for your health, use Decision Power for Smoking Cessation), "Take Action", "Assess My Health" (Health Risk Questionnaire, Health Topics, Mini Quizzes), and "Improve My Health".



This will be the beginning on the questions asked on the questionnaire. You know you have completed it when it issues a score. As shown on the next slide.

The screenshot shows the Health Net website interface. At the top left is the Health Net logo. To the right are links for 'Contact Us', 'En Español', and 'Find a Doctor or Hospital'. A 'LOG OUT' button is in the top right corner. Below the logo is a navigation bar with links for 'I'M A MEMBER', 'I'M A BROKER', 'I'M AN EMPLOYER', and 'I'M A PROVIDER'. A search bar is located on the right side of this bar. On the left side, there is a sidebar menu with categories like 'MY MEDICAL BENEFITS', 'MY PHARMACY BENEFITS', 'MY CLAIM HISTORY', and 'DECISION POWER™ HEALTH & WELLNESS'. The main content area features a 'WebMD Health Risk Questionnaire' banner with a photo of a doctor and patient. Below the banner is a section titled 'Have Your Efforts Paid Off?' with a paragraph of text. A 'Secure Messages (0 new)' notification is visible. At the bottom of the main content area, there are buttons for 'Take HRQ Now', 'HRQ Summary', 'Risk Reports', 'Condition Reports', 'Physician Summary', and 'Health Care Costs'. Below this is a 'Print or Fax Report' link. The bottom section of the page shows a form titled 'Who are you taking this questionnaire for?' with radio buttons for selecting a family member or 'Someone Else...', and a 'submit' button.

**DECISION POWER™
HEALTH & WELLNESS**

View My Health Guide

Complete a Health Risk Questionnaire

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Start an Exercise Program

Make a Nutrition Plan

Manage My Weight

Manage My Stress

Quit Smoking

Research Conditions

Preventive Guidelines

Antibiotic Awareness

Treatment Cost Estimator

Compare Medical Groups

Compare Hospitals

Member Discounts

DOCTOR & HOSPITAL INFORMATION

MANAGE MY ACCOUNT



your score could use some improvement, explore the fun, interactive tools below to see what actions will have the most impact on raising your score and improving your health.

Secure Messages (0 new)

Take HRQ Now **HRQ Summary** Risk Reports ▼ Condition Reports ▼ Physician Summary Health Care Costs

Print or Fax Report

Your HRQ Score

86

out of 100
previous score: 89

based upon your answers, your calculated HRQ score is 86, compared to your peer average of 80. Click the check boxes below or use the **'Improve Your Score'** sliders to see how simply improving nutrition can impact your overall score, as well as your risk of developing certain health conditions.

- Eat a healthier diet.
- Decrease your stress.

Improve Your Score

Below are some of your key modifiable risk factors. Use the sliders to see how changing your behavior can change your risks of certain conditions.

How does this tool work?

The changes you make to the risk factors to the left will affect your risk of these conditions:

Highest Risk **Medium Risk** Lowest Risk

High Risk High Risk High Risk High Risk

Breast cancer

Heart disease

Colon cancer

Chronic lung conditions

Lung cancer

Health Risk Questionnaire Reward



- After you complete the Health Risk Questionnaire it will take approximately 10 to 15 business days to process your reward.
- You will receive an e-mail from Health Net's vendor, Hallmark Insights, using the sender name Health Net Decision Power Rewards with the subject line "My Health Matters Award." Please make sure you check your spam folder.
- This e-mail will provide instructions to select a gift card or use the reward towards an on-line purchase from a selection of over 350 merchants and their products.
- If you don't receive the notification within the time frame indicated above, please email us at CSB_MyHealthMatters@healthnet.com