



## **How to Access Member Materials for Vitality Health Plan of California (HMO) for 2021**

**Materials listed below will be available by October 15<sup>th</sup>, 2020.**

- Provider/Pharmacy Directory (List of Network Providers)
- Drug Formulary (List of Covered Drugs)
- Evidence of Coverage (Member Handbook)

**You can access these in the following ways:**

### View Materials Online

Visit our website at **www.VitalityHP.net** to view our online searchable directory and formulary. A copy of the Member Handbook is also available on the website in the PLAN MATERIALS page.

### Request A Hardcopy

Call our Member Service Department at **1-866-333-3530 (TTY/TDD:711)** to have a hardcopy of the materials mailed to you. Hours are 8 a.m. to 8 p.m., seven days a week from October 1 through March 31, and 8 a.m. to 8 p.m. Monday through Friday from April 1 through September 30. Messages received on holidays and outside of our business hours will be returned within one business day.

**Our Member Service Department can also help you find a network provider/pharmacy, find out about covered drugs, and get any other information about your plan. Call at the number above.**