



Health Net of California, Inc.
PO Box 9103
Van Nuys, CA 91409-9103

«PHID_NAME»
«ADDR_LINE_1»
«ADDR_LINE_2» «SUITE»
«CITY», «STATE» «ZIP»-«ZIP_4»

August 22, 2023

Policyholder ID:
«PHID»

**Good News! Starting November 1, 2023,
Health Net's Out-of-State PPO Network is Changing**

This change impacts your employees that have a Health Net PPO plan

Dear «ADDR_LINE_1»,

Health Net of California, Inc. (Health Net) is glad to announce that starting November 1, 2023, PPO members will access the Cigna HealthcareSM PPO Network¹ when they get care outside of California. The First Health PPO Network **will no longer be available**. With this move, Health Net PPO members will have access to more than **1.2 million providers and 6,200 hospitals and care centers across the country**². This includes mental health providers.

When to use the Cigna Healthcare PPO Network

Health Net members need to use the Cigna Healthcare PPO Network for in-network benefits/coverage when seeking care outside California.

When to use the Health Net Network

Health Net members need to use the Health Net PPO Network for in-network benefits/coverage when seeking care in California (regardless of the member's state of residence).

Finding Cigna Healthcare PPO Network doctors, hospitals and care centers is easy!

Members can check to see if their doctor is in the Cigna Healthcare PPO network. Or, they can find a new one.

To check now, go to Cigna.com. Members will have access to Cigna Healthcare PPO Network providers outside of California starting November 1, 2023.

- Click on *Find a Doctor*
- Select *Employer or School*
- Enter your location

(continued)

- Enter type of doctor
- Select *Search*
- Select *Continue as guest*
- Select *Continue*
- Select the PPO option that appears on your screen

To find a Cigna Healthcare PPO Network doctor on or after November 1, 2023:

- Go to our website healthnet.com
- Click on *Find a Provider, Search National PPO Network*

If a member needs Continuity of Care

Health Net is focused on making sure your employees receive Continuity of Care. And, have a seamless transition of care. A member can request Continuity of Care for up to 12 months. They will need to have a prior relationship with a First Health PPO provider. Plus, the member will need to have medical needs that include any of what is listed below:

- Scheduled procedure/surgery.
- Acute condition.
- Serious chronic condition.
- Terminal illness.
- Pregnancy and instant postpartum.
- Care of newborn between birth and age 36 months. (Not to exceed 12 months from the starting coverage date for a newly covered enrollee.)
- Maternal mental health, not to exceed 12 months after being diagnosed. Or, from the end of pregnancy, whichever occurs first.

To request Continuity of Care, members can call our Customer Contact Center at 800-522-0088. A member's doctor can also contact Health Net.

Other things to know

- **Prescriptions:** There are no changes to pharmacy benefits.
- **Getting prior approval:** Members and/or providers should call Health Net for verification of eligibility and benefits. The call will then be transferred to Cigna for the authorization of services.
- **New Member ID cards:** The members that this change impacts **will get a new Member ID card.** Member ID cards will mail October 15, 2023. They should use their new Member ID card starting November 1, 2023.

(continued)

We're here for you

Your employees that this change impacts will get an alert. Please see the sample member letter attached. If you have any questions about the change, please contact your broker. Or, you can call Health Net at 800-447-8812, option 2.

Sincerely,



Colin Havert
Commercial Officer

¹The Cigna HealthcareSM PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

²Cigna Healthcare analysis of actual providers contracted as part of the Cigna Healthcare PPO for Shared Administration as of July 2023. Data is subject to change.

Cigna HealthcareSM is an independent company and not affiliated with Health Net of California, Inc. Access to the Cigna HealthcareSM PPO Network is available through Cigna Healthcare's contractual relationship with Health Net of California, Inc. All Cigna Healthcare products are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

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Health Net of California, Inc.
PO Box 9103
Van Nuys, CA 91409-9103

«FIRST_NAME» «LAST_NAME»
«ADDRESS_1» «ADDRESS_2»
«CITY», «STATE» «ZIP»-«ZIP_4»

August 28, 2023

Subscriber ID:
«SUBSCRIBER_ID»

**Good News! Starting November 1, 2023,
Health Net's Out-of-State PPO Network is Changing**
This change impacts your Health Net PPO plan

Dear «FIRST_NAME» «LAST_NAME»,

Health Net of California, Inc. (Health Net) is glad to announce that starting November 1, 2023, you will access the Cigna HealthcareSM PPO Network¹ when you get care outside of California. The First Health PPO Network **will no longer be available**. With this move, you will have access to more than **1.2 million providers and 6,200 hospitals and care centers across the country**². This includes mental health providers.

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When to use the Health Net Network

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- Select *Employer or School*
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(continued)

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To find a Cigna Healthcare PPO Network doctor on or after November 1, 2023:

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- Click on *Find a Provider, Search National PPO Network*

If you need Continuity of Care

Health Net is focused on making sure you receive Continuity of Care. And, have a seamless transition of care. You can request Continuity of Care for up to 12 months. You will need to have a prior relationship with a First Health PPO provider. Plus, you will need to have medical needs that include any of what is listed below:

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(continued)

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