



**RICARDO LARA**

CALIFORNIA INSURANCE COMMISSIONER

## Health Care Provider Network Waivers

**Health Insurance Company: United Healthcare Insurance Company**

**Product Name: Core PPO**

**Insurance Company's Contact Number: (860) 702-5000**

**Insurance Company Network Information Website: [www.uhc.com](http://www.uhc.com)**

**As of: December 1, 2023**

---

Health insurance companies must be able to deliver timely and appropriate access to health care services by maintaining adequate networks of health care providers and facilities.

If a health insurance network cannot satisfy network adequacy requirements, it must obtain a waiver from the California Department of Insurance. A waiver may be requested for the following reasons: (1) there is an absence of practicing providers or facilities in the area; (2) the health insurance company is unable to contract with a sufficient number of providers or facilities in the area; (3) a provider or facility leaves the network; or (4) the health insurance company proposes an innovative network design shown to provide a benefit to consumers.

The health insurance company will assist covered persons in locating providers or facilities that are available and accessible based on their health care needs. If a network provider or facility is not available within the network adequacy requirements, a covered person may work with the insurer to access an out-of-network provider or facility at the in-network cost sharing.

The waivers granted for this health insurance network are listed in the table below. Please contact the health insurance company's consumer help line noted above regarding the current availability and status of network providers noted below.

Should a coverage dispute arise, contact the health insurance company first. If the dispute is not resolved, contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013. If you have any questions, the Department can be reached at (800) 927-4357, outside of California at (213) 897-8921.

<b>County<sup>i</sup></b>	<b>Facility/Provider Type</b>	<b>Waiver Provisions</b>
<b>El Dorado</b>	<ul style="list-style-type: none"> <li>• Cardiac Catheterization Services</li> <li>• Cardiac Surgery Program</li> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Nuclear Medicine</li> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
<b>Fresno</b>	<ul style="list-style-type: none"> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.</p>
<b>Imperial</b>	<ul style="list-style-type: none"> <li>• Adult residential substance use disorder treatment facility</li> <li>• Anesthesiology</li> <li>• Audiology</li> <li>• Cardiac Surgery Program</li> <li>• Colon/Rectal Surgery</li> <li>• Dietician/Nutrition</li> <li>• Emergency Medicine</li> <li>• Endocrinology</li> <li>• General Acute Care Hospital</li> <li>• Imaging/Radiology</li> <li>• Infectious Diseases</li> <li>• Inpatient Psychiatric Facility</li> <li>• Licensed Clinical Social Workers</li> <li>• Narcotic Treatment Programs</li> <li>• Pathology</li> <li>• Prosthodontics</li> <li>• Psychiatry</li> <li>• Vascular Surgery</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

County <sup>i</sup>	Facility/Provider Type	Waiver Provisions
<b>Imperial</b>	<ul style="list-style-type: none"> <li>• Inpatient Substance Abuse</li> </ul>	<p>Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.</p>
<b>Kern</b>	<ul style="list-style-type: none"> <li>• Anesthesiology</li> <li>• Autism</li> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Inpatient Substance Abuse</li> <li>• Pathology</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
<b>Madera</b>	<ul style="list-style-type: none"> <li>• General Acute Care Hospital</li> <li>• Gynecology (OB/GYN)</li> <li>• Inpatient Psychiatric Facility</li> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

<p><b>Modoc</b></p>	<ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Adult residential substance use disorder treatment facility</li> <li>• Allergy and Immunology</li> <li>• Ambulatory Surgical Centers and Outpatient Hospital</li> <li>• Anesthesiology</li> <li>• Audiology</li> <li>• Autism</li> <li>• Cardiac Catheterization Services</li> <li>• Cardiac Surgery Program</li> <li>• Cardiothoracic Surgery</li> <li>• Cardiovascular Disease</li> <li>• Chiropractor</li> <li>• Colon/Rectal Surgery</li> <li>• Critical Care Services - Intensive Care Units (ICU)</li> <li>• Dental - Endodontist</li> <li>• Dental - General</li> <li>• Dental - Orthodontist</li> <li>• Dental - Periodontist</li> <li>• Dermatology</li> <li>• Diagnostic Radiology</li> <li>• Dietician/Nutrition</li> <li>• Emergency Medicine</li> <li>• Endocrinology</li> <li>• ENT/Otolaryngology</li> <li>• Gastroenterology</li> <li>• General Acute Care Hospital</li> <li>• General Surgery</li> <li>• Genetics</li> <li>• Gynecology (OB/GYN)</li> <li>• Hematology</li> <li>• Imaging/Radiology</li> <li>• Infectious Diseases</li> <li>• Inpatient Hospice</li> <li>• Inpatient Psychiatric Facility</li> <li>• Inpatient Substance Abuse</li> <li>• Laboratory</li> <li>• Licensed Clinical Social Workers</li> <li>• Mammography</li> <li>• Marriage &amp; Family Therapy</li> <li>• Medical Oncology &amp; Surgical Oncology</li> <li>• Narcotic Treatment Programs</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
---------------------	---	--

County <sup>i</sup>	Facility/Provider Type	Waiver Provisions
	<ul style="list-style-type: none"> <li>• Nephrology</li> <li>• Neurological Surgery</li> <li>• Neurology</li> <li>• Nuclear Medicine</li> <li>• Occupational Therapy</li> <li>• Ophthalmology</li> <li>• Optometrist</li> <li>• Oral Surgery</li> <li>• Orthopedic Surgery</li> <li>• Orthotics and Prosthetics</li> <li>• Outpatient Dialysis</li> <li>• Outpatient Infusion Therapy</li> <li>• Pathology</li> <li>• Pharmacy</li> <li>• Physical Medicine &amp; Rehabilitation</li> <li>• Physical Therapy</li> <li>• Plastic Surgery</li> <li>• Podiatry</li> <li>• Prosthodontics</li> <li>• Psychiatry</li> <li>• Psychology</li> <li>• Pulmonology</li> <li>• Radiation Oncology</li> <li>• Rheumatology</li> <li>• Skilled Nursing Facilities</li> <li>• Speech Therapy</li> <li>• Substance Use Disorder</li> <li>• Urgent Care Center</li> <li>• Urology</li> <li>• Vascular Surgery</li> </ul>	
<b>Nevada</b>	<ul style="list-style-type: none"> <li>• Autism</li> <li>• Cardiac Catheterization Services</li> <li>• Cardiac Surgery Program</li> <li>• Cardiothoracic Surgery</li> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Neurological Surgery</li> <li>• Nuclear Medicine</li> <li>• Prosthodontics</li> <li>• Vascular Surgery</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

<b>County<sup>i</sup></b>	<b>Facility/Provider Type</b>	<b>Waiver Provisions</b>
<b>Sacramento</b>	<ul style="list-style-type: none"> <li>• Genetics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
<b>San Joaquin</b>	<ul style="list-style-type: none"> <li>• Genetics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>
<b>Sonoma</b>	<ul style="list-style-type: none"> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.</p>
<b>Stanislaus</b>	<ul style="list-style-type: none"> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

County <sup>i</sup>	Facility/Provider Type	Waiver Provisions
<b>Yuba</b>	<ul style="list-style-type: none"> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Prosthodontics</li> </ul>	<p>Waiver granted based on absence of practicing providers or available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers or facilities.</p>

---

<sup>i</sup> The service area of the network includes the entire county, unless otherwise denoted.