



RICARDO LARA

CALIFORNIA INSURANCE COMMISSIONER

Health Care Provider Network Waivers

Health Insurance Company: Health Net Life Insurance Company

Product Name: LRG Primary EPO

Insurance Company's Contact Number: (818) 676-7146

Insurance Company Network Information Website: www.healthnet.com

As of: August 23, 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.

County ⁱ	Facility/Provider Type	Waiver Provisions
Amador	<ul style="list-style-type: none"> • Cardiac Surgery Program • Cardiothoracic Surgery • Genetics • Infectious Diseases • Inpatient Psychiatric Facility • Maternal and Fetal Medicine • Narcotic Treatment Programs • Neurological Surgery • Nuclear Medicine • Pathology • Vascular Surgery 	<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>
Butte	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility • Audiology • Genetics • Inpatient Hospice • Maternal and Fetal Medicine • Neurological Surgery • Nuclear Medicine • Outpatient Infusion Therapy 	<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>
Fresno (partial)	<ul style="list-style-type: none"> • Audiology 	<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>
Glenn	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility • Anesthesiology • Audiology • Emergency Medicine • Genetics • Inpatient Hospice • Maternal and Fetal Medicine • Neurological Surgery • Nuclear Medicine • Outpatient Infusion Therapy • Pathology 	<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>

Countyⁱ	Facility/Provider Type	Waiver Provisions
Imperial	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility • Anesthesiology • Audiology • Cardiac Surgery Program • Cardiothoracic Surgery • Colon/Rectal Surgery • Dietician/Nutrition • Emergency Medicine • ENT/Otolaryngology • General Acute Care Hospital • Genetics • Gynecology (OB/GYN) • Imaging/Radiology • Inpatient Psychiatric Facility • Licensed Clinical Social Workers • Maternal and Fetal Medicine • Narcotic Treatment Programs • Nuclear Medicine • Pathology • Psychiatry • Substance Use Disorder • Vascular Surgery 	<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>
San Luis Obispo	<ul style="list-style-type: none"> • Audiology • Colon/Rectal Surgery • Emergency Medicine • Endocrinology • Genetics • Infectious Diseases • Pathology • Skilled Nursing Facilities 	<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 ⁱ	Facility/Provider Type	Waiver Provisions
Shasta	<ul style="list-style-type: none"> • Adult residential substance use disorder treatment facility • Anesthesiology • Dietician/Nutrition • Emergency Medicine • Genetics • Gynecology (OB/GYN) • Imaging/Radiology • Mammography • Narcotic Treatment Programs • Nuclear Medicine • Outpatient Infusion Therapy • Pathology • Plastic Surgery 	<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>
Sutter	<ul style="list-style-type: none"> • Genetics • Maternal and Fetal Medicine • Nuclear Medicine • Pathology 	<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>
Yuba	<ul style="list-style-type: none"> • Genetics • Inpatient Psychiatric Facility • Maternal and Fetal Medicine • Nuclear Medicine • Pathology 	<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>

ⁱ The service area of the network includes the entire county, unless otherwise denoted.