

Health Care Provider Network Waivers

Health Insurance Company: Kaiser Permanente Insurance Company Product Name: PPO Insurance Company's Contact Number: (818) 546-4187 Insurance Company Network Information Website: www.kp.org As of: February 14, 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 Aetna 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
Alameda	Narcotic Treatment Programs	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.
Calaveras	 Allergy and Immunology Anesthesiology Autism Cardiothoracic Surgery Colon/Rectal Surgery Dermatology Dietician/Nutrition General Acute Care Hospital Genetics Gynecology (OB/GYN) Imaging/Radiology Infectious Diseases Licensed Clinical Social Workers Mammography Maternal and Fetal Medicine Narcotic Treatment Programs Neurological Surgery Nuclear Medicine Ophthalmology Optometrist Orthotics and Prosthetics Outpatient Dialysis Pathology Pediatrics PCP Pharmacy Primary Care Psychology Speech Therapy Substance Use Disorder Vascular Surgery 	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.

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Contra Costa	Narcotic Treatment Programs	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.

County ⁱ	Facility/Provider Type	Waiver Provisions
	 Neurology Nuclear Medicine Occupational Therapy Ophthalmology Optometrist Oral Surgery Orthopedic Surgery Orthotics and Prosthetics Outpatient Dialysis Pathology Physical Therapy Plastic Surgery Podiatry Prosthodontics Psychiatry Pulmonology Radiation Oncology Rheumatology Skilled Nursing Facilities Speech Therapy Urgent Care Center Urology Vascular Surgery 	
Del Norte	 Licensed Clinical Social Workers Substance Use Disorder 	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.

County ⁱ	Facility/Provider Type	Waiver Provisions
El Dorado	 Allergy and Immunology Cardiothoracic Surgery Colon/Rectal Surgery Dietician/Nutrition Genetics Infectious Diseases Maternal and Fetal Medicine Neurological Surgery Nuclear Medicine Orthotics and Prosthetics Outpatient Dialysis Prosthodontics Speech Therapy Vascular Surgery 	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.
El Dorado	 Narcotic Treatment Programs Substance Use Disorder 	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.
Fresno	 Acupuncture Narcotic Treatment Programs 	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.

County ⁱ	Facility/Provider Type	Waiver Provisions
Humboldt	 Anesthesiology Colon/Rectal Surgery Dental - Endodontist Dental - Periodontist Genetics Gynecology (OB/GYN) Inpatient Hospice Inpatient Psychiatric Facility Inpatient Substance Abuse Maternal and Fetal Medicine Nuclear Medicine Oral Surgery Outpatient Dialysis Prosthodontics Psychology Radiation Oncology Skilled Nursing Facilities Speech Therapy Substance Use Disorder 	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.
Humboldt	 Acupuncture Adult residential substance use disorder treatment facility Audiology Dietician/Nutrition Narcotic Treatment Programs Ophthalmology Optometrist Psychiatry 	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.

County ⁱ	Facility/Provider Type	Waiver Provisions
Imperial	 Anesthesiology Audiology Cardiothoracic Surgery Colon/Rectal Surgery ENT/Otolaryngology General Acute Care Hospital Genetics Inpatient Hospice Inpatient Substance Abuse Licensed Clinical Social Workers Oral Surgery Orthotics and Prosthetics Outpatient Dialysis Pathology Prosthodontics Psychiatry Skilled Nursing Facilities Speech Therapy 	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.
Imperial	 Adult residential substance use disorder treatment facility Dietician/Nutrition Narcotic Treatment Programs Substance Use Disorder 	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.
Kern	 Audiology Cardiothoracic Surgery Optometrist Prosthodontics 	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.

County ⁱ	Facility/Provider Type	Waiver Provisions
Kern	 Acupuncture Anesthesiology Dietician/Nutrition Emergency Medicine Genetics Narcotic Treatment Programs Pathology Psychiatry Psychology Substance Use Disorder 	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.
Lake	 Colon/Rectal Surgery Genetics Maternal and Fetal Medicine Narcotic Treatment Programs Optometrist Pathology Speech Therapy Vascular Surgery 	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.
Lake	Substance Use Disorder	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.
Los Angeles	• Narcotic Treatment Programs	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.

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Marin	Substance Use Disorder	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.
Merced	 General Acute Care Hospital Genetics Inpatient Hospice Narcotic Treatment Programs Pathology 	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.
Merced	 Adult residential substance use disorder treatment facility Anesthesiology Optometrist Substance Use Disorder Vascular Surgery 	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.
Monterey	 Anesthesiology Audiology Colon/Rectal Surgery Dietician/Nutrition Gynecology (OB/GYN) Pathology 	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.

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Monterey	 Dietician/Nutrition Imaging/Radiology Licensed Clinical Social Workers Narcotic Treatment Programs Optometrist Psychiatry Psychology Substance Use Disorder 	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.
Napa	Maternal and Fetal Medicine	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.
Napa	Substance Use Disorder	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.
Nevada	 Cardiothoracic Surgery Colon/Rectal Surgery General Acute Care Hospital Genetics Infectious Diseases Mammography Maternal and Fetal Medicine Neurological Surgery Nuclear Medicine Prosthodontics Speech Therapy 	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.

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Nevada	 Dietician/Nutrition Narcotic Treatment Programs Substance Use Disorder 	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.
Orange	Narcotic Treatment Programs	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.
Placer	 General Acute Care Hospital Genetics Narcotic Treatment Programs 	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.
Placer	Substance Use Disorder	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.

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Riverside	Inpatient Hospice	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.
Riverside	• Narcotic Treatment Programs	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.
Sacramento	General Acute Care Hospital	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.
Sacramento	 Narcotic Treatment Programs Substance Use Disorder 	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.

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San Bernardino	Inpatient Hospice	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.
San Bernardino	 Dietician/Nutrition Narcotic Treatment Programs Substance Use Disorder 	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.
San Diego	Narcotic Treatment Programs	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.
San Joaquin	 Adult residential substance use disorder treatment facility Narcotic Treatment Programs Substance Use Disorder 	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.

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San Joaquin	 Adult residential substance use disorder treatment facility Substance Use Disorder 	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.
San Luis Obispo	 Cardiothoracic Surgery Colon/Rectal Surgery Genetics Infectious Diseases Inpatient Hospice Pathology Plastic Surgery Vascular Surgery 	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.
San Luis Obispo	 Adult residential substance use disorder treatment facility Narcotic Treatment Programs Skilled Nursing Facilities Substance Use Disorder 	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.
San Mateo	• Narcotic Treatment Programs	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.

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Santa Barbara	 Cardiothoracic Surgery Colon/Rectal Surgery Genetics Inpatient Hospice Narcotic Treatment Programs 	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.
Santa Barbara	 Adult residential substance use disorder treatment facility Infectious Diseases Skilled Nursing Facilities Substance Use Disorder Vascular Surgery 	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.
Santa Clara	• Narcotic Treatment Programs	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.
Santa Cruz	• Narcotic Treatment Programs	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.

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Santa Cruz	Substance Use Disorder	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.
Shasta	 Acupuncture Audiology Dietician/Nutrition Genetics Inpatient Hospice Maternal and Fetal Medicine Pathology Prosthodontics Rheumatology Urology 	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.
Shasta	 Adult residential substance use disorder treatment facility Anesthesiology Imaging/Radiology Narcotic Treatment Programs Substance Use Disorder 	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.
Solano	 Narcotic Treatment Programs Substance Use Disorder 	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.

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Sonoma	 Genetics Maternal and Fetal Medicine Narcotic Treatment Programs 	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.
Sonoma	Substance Use Disorder	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.
Stanislaus	 Acupuncture Adult residential substance use disorder treatment facility Narcotic Treatment Programs Speech Therapy 	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.
Stanislaus	 Substance Use Disorder Vascular Surgery 	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.

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Tehama	 Acupuncture Adult residential substance use disorder treatment facility Audiology Genetics Maternal and Fetal Medicine Narcotic Treatment Programs Pathology Prosthodontics Urology 	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.
Tehama	 Acupuncture Dietician/Nutrition General Acute Care Hospital Imaging/Radiology Inpatient Hospice Inpatient Psychiatric Facility Inpatient Substance Abuse Optometrist Psychiatry Psychology Rheumatology Substance Use Disorder 	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.
Tulare	 Acupuncture Audiology Dental - Endodontist Dental - Periodontist Dietician/Nutrition Inpatient Hospice Narcotic Treatment Programs 	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.
Tulare	Substance Use Disorder	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.

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Ventura	Colon/Rectal Surgery	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.
Ventura	• Narcotic Treatment Programs	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.
Yolo	 General Acute Care Hospital Narcotic Treatment Programs Substance Use Disorder 	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.

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