



**RICARDO LARA**

CALIFORNIA INSURANCE COMMISSIONER

## Health Care Provider Network Waivers

**Health Insurance Company: Aetna Life Insurance Company**

**Product Name: Sutter Health**

**Insurance Company's Contact Number: (860) 273-0123**

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

**As of: January 11, 2023**

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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.

| <b>County<sup>i</sup></b>  | <b>Facility/Provider Type</b>   | <b>Waiver Provisions</b>  |
|----------------------------|---|---|
| <b>Alameda</b>             | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>   | 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.   |
| <b>Contra Costa</b>        | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>   | 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. |
| <b>El Dorado (partial)</b> | <ul style="list-style-type: none"> <li>• Cardiac Surgery Program</li> <li>• Genetics</li> <li>• Inpatient Hospice</li> <li>• Maternal and Fetal Medicine</li> </ul> | 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. |
| <b>El Dorado (partial)</b> | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>   | 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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|-----------------------------|--|---|
| <b>Placer<br/>(partial)</b> | <ul style="list-style-type: none"> <li>• Genetics</li> <li>• Inpatient Hospice</li> <li>• Maternal and Fetal Medicine</li> <li>• Substance Use Disorder</li> </ul> | 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. |
| <b>Placer<br/>(partial)</b> | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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.   |
| <b>Sacramento</b>           | <ul style="list-style-type: none"> <li>• Genetics</li> <li>• Maternal and Fetal Medicine</li> <li>• Narcotic Treatment Programs</li> </ul>                         | 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. |
| <b>Sacramento</b>           | <ul style="list-style-type: none"> <li>• Maternal and Fetal Medicine</li> </ul>  | Waiver granted based on innovative network design. (Cal. Code Regs. tit. 10 § 2240.7(b)(4).) 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.   |
| <b>San Francisco</b>        | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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.   |

| <b>County<sup>i</sup></b> | <b>Facility/Provider Type</b>  | <b>Waiver Provisions</b>  |
|---------------------------|--|---|
| <b>San Joaquin</b>        | <ul style="list-style-type: none"> <li>• Genetics</li> <li>• Inpatient Psychiatric Facility</li> <li>• Mammography</li> <li>• Narcotic Treatment Programs</li> <li>• Neurological Surgery</li> </ul> | 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. |
| <b>San Joaquin</b>        | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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.   |
| <b>San Joaquin</b>        | <ul style="list-style-type: none"> <li>• Inpatient Substance Abuse</li> </ul>  | Waiver granted based on innovative network design. (Cal. Code Regs. tit. 10 § 2240.7(b)(4).) 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.   |
| <b>San Mateo</b>          | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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.   |
| <b>Santa Clara</b>        | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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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|---------------------|--|---|
| <b>Solano</b>       | <ul style="list-style-type: none"> <li>• Cardiac Surgery Program</li> <li>• Mammography</li> <li>• Occupational Therapy</li> </ul> | 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. |
| <b>Solano</b>       | <ul style="list-style-type: none"> <li>• General Acute Care Hospital</li> <li>• /Narcotic Treatment Programs</li> </ul>            | 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.   |
| <b>Sonoma</b>       | <ul style="list-style-type: none"> <li>• Colon/Rectal Surgery</li> <li>• Mammography</li> </ul>                                    | 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. |
| <b>Sonoma</b>       | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</li> </ul>  | 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.   |
| <b>Sonoma</b>       | <ul style="list-style-type: none"> <li>• Hematology</li> </ul>   | Waiver granted based on innovative network design. (Cal. Code Regs. tit. 10 § 2240.7(b)(4).) 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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|---------------------|--|--|
| <b>Stanislaus</b>   | <ul style="list-style-type: none"> <li>• Colon/Rectal Surgery</li> <li>• Inpatient Substance Abuse</li> <li>• Mammography</li> <li>• Speech Therapy</li> <li>• Substance Use Disorder</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>Stanislaus</b>   | <ul style="list-style-type: none"> <li>• Narcotic Treatment Programs</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> </ul>   | <p>Waiver granted based on innovative network design. (Cal. Code Regs. tit. 10 § 2240.7(b)(4).) 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>Sutter</b>       | <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Colon/Rectal Surgery</li> <li>• Genetics</li> <li>• Infectious Diseases</li> <li>• Inpatient Psychiatric Facility</li> <li>• Inpatient Substance Abuse</li> <li>• Occupational Therapy</li> <li>• Pathology</li> <li>• Prosthodontics</li> <li>• Psychiatry</li> <li>• Psychology</li> <li>• Substance Use Disorder</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> |

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|---------------------|--|--|
| <b>Sutter</b>       | <ul style="list-style-type: none"> <li>Narcotic Treatment Programs</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>Sutter</b>       | <ul style="list-style-type: none"> <li>Maternal and Fetal Medicine</li> </ul>                                      | <p>Waiver granted based on innovative network design. (Cal. Code Regs. tit. 10 § 2240.7(b)(4).) 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>Yolo</b>         | <p>Genetics</p> <ul style="list-style-type: none"> <li>Mammography</li> <li>Maternal and Fetal Medicine</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>Yolo</b>         | <ul style="list-style-type: none"> <li>Narcotic Treatment Programs</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>   |

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|---------------------|---|--|
| <b>Yuba</b>         | <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Colon/Rectal Surgery</li> <li>• Dietician/Nutrition</li> <li>• General Acute Care Hospital</li> <li>• Genetics</li> <li>• Gynecology (OB/GYN)</li> <li>• Infectious Diseases</li> <li>• Inpatient Hospice</li> <li>• Inpatient Psychiatric Facility</li> <li>• Inpatient Substance Abuse</li> <li>• Maternal and Fetal Medicine</li> <li>• Occupational Therapy</li> <li>• Pathology</li> <li>• Prosthodontics</li> <li>• Psychiatry</li> <li>• Psychology</li> <li>• Substance Use Disorder</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> |

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