



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

Sample Member Letter

Member Name  
Member Address  
Member City, State ZIP

Date  
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 [Member Name],

Health Net of California, Inc. (Health Net) is glad to announce that starting November 1, 2023, you will access the Cigna Healthcare<sup>SM</sup> PPO Network<sup>1</sup> 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**<sup>2</sup>. This includes mental health providers.

**When to use the Cigna Healthcare PPO Network**

You will 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**

You will need to use the Health Net PPO Network for in-network benefits/coverage when seeking care in California (regardless of your state of residence).

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

You can check to see if your doctor is in the Cigna Healthcare PPO network. Or, you can find a new one.

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

- Click on *Find a Doctor*
- Enter your location

*(continued)*

- Select *Employer or School*
- Enter type of doctor
- Select *Continue as guest*
- Select *Continue*
- Select *PPO, Choice Fund PPO* plan

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

- Go to our website [healthnet.com](https://healthnet.com)
- 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:

- 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, please call our Customer Contact Center at 800-522-0088. Your doctor can also contact Health Net.

**Other things to know**

- **Prescriptions:** There are no changes to pharmacy benefits.
- **Getting prior approval:** You 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:** You **will get a new Member ID card** in the mail. Member ID cards will mail October 15, 2023. Please use your new Member ID card starting November 1, 2023.

*(continued)*

**We're here for you**

If you have any questions about the change, please call our Customer Contact Center at 800-522-0088.

Sincerely,



Colin Havert  
Commercial Officer

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

<sup>2</sup>Cigna 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.

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