



Post Office Box 9103  
Van Nuys, CA 91409-9103

January 26, 2023

Dear :

At Health Net, we're committed to providing you with timely and relevant updates about our provider network. We want you to know that **effective April 1, 2023, RIVERSIDE MEDICAL CLINIC (#2946)** will no longer participate as a Health Net network provider. Therefore, the primary care physician caring for you or members of your family will no longer be available through this medical group. Unfortunately, your PCP is not accessible through any other Health Net participating medical group at this time.

We want to ensure that you and your covered dependents continue to have access to quality medical care without interruption. Therefore, we encourage you to choose a new participating medical group and PCP. For information about Health Net's participating medical groups and PCPs available to you, please call the Health Net Customer Contact Center at **1-800-539-4072 (TTY: 711)**, Monday through Friday from 8:00 a.m. to 8:00 p.m. or visit [www.healthnet.com/uc](http://www.healthnet.com/uc).

Please remember that when you change from one medical group to another, you may also see changes in the providers you currently access, including hospitals, specialists, durable medical equipment, and home health care, if applicable. In these cases, the new health care provider will contact you to arrange a smooth transition.

If we do not hear from you within 30 days of the date of this letter, we will automatically assign you to a new PCP with **HEALTHCARE PARTNERS IPA NORTH RIVERSIDE (#3749)** on **April 1, 2023**. Once we have updated our records, we will provide you with an identification (ID) card listing your new PCP and medical group, no later than **April 1, 2023**. Once you receive your new ID card, please throw away all other Health Net ID cards. Provider changes will also be updated on your "My Account" page, available at [www.healthnet.com/uc](http://www.healthnet.com/uc). You may also use our Interactive Voice Response system to confirm provider changes and verify eligibility 24 hours a day, 7 days a week, by calling the phone number listed on the back of your card.

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In certain cases, you may be able to keep getting services from a specialist associated with the closing medical group if the specialist agrees and if the specialist has been treating you for any Qualifying Conditions, listed below:

- Acute condition, for the time the condition lasts;
- Serious chronic (long-term) condition, for up to 12 months;
- Pregnancy, during the pregnancy and 6 months after giving birth;
- Maternal mental health condition, for up to 12 months;
- Terminal illness or conditions, up to 12 months;
- Children ages birth to 36 months, for up to 12 months;
- You have surgery or other procedures authorized by our plan as part of a documented course of treatment.

There is a Continuity of Care Assistance form included with this letter. If any of the above applies to you, fill out the enclosed form and mail or fax the form to Health Net.

To access Health Net's continuity of care policy, visit our website at [www.healthnet.com/uc](http://www.healthnet.com/uc). Log in with your member ID. Then from our Member home page, please go to the Next Steps section on the right side of the page, and click on Continuity of Care Assistance. Your Evidence of Coverage also outlines the continuity of care policy in the subsection, "Continuity of Care Upon Termination of Provider Contract," found under the "General Provisions" section. If you want a copy of our policy or more information about your rights to continuity of care, please call us at **1-800-539-4072**. If you are hearing impaired call 711.

**Please note:** You should not be billed, nor should you pay, for any Health Net covered services, except for copayments. If this occurs, please contact the Customer Contact Center at **1-800-539-4072**. We also want you to know that your Health Net benefits and copayments will not change even if you are changing your PCP or medical group.

We will continue to keep you notified of any changes that affect your health plan. We thank you for being a Health Net member and for the opportunity to provide you access to quality care and responsive service. If you have any questions or concerns, please call our Customer Contact Center at **1-800-539-4072 (TTY: 711)**, Monday through Friday from 8:00 a.m. to 8:00 p.m. or visit [www.healthnet.com/uc](http://www.healthnet.com/uc).

Sincerely,

Customer Contact Center

Enclosure

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If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact the Health Net of California, Inc. Customer Contact Center, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects consumers, by telephone at its toll-free number, 1-888-466-2219, or at a TDD number for the hearing and speech impaired at 1-877-688-9891, or online at [www.dmhc.ca.gov](http://www.dmhc.ca.gov).

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