

HEALTH NET NEWS



Health Net Earns Top Customer Service Recognition

Five-Star Service That Supports Your Clients

Health Net was the only California-based health insurer to earn the highest five-star rating in USA TODAY's "America's Best Customer Service in Financial Services 2026" rankings.

For brokers, this reinforces Health Net as a trusted choice to support member satisfaction and long-term retention.

Health Net teams help members understand benefits, find care, and access community resources. That makes it easier for your clients to get what they need.

The award reflects feedback from thousands of customers across financial services.

"Being recognized reflects the trust our members place in us and the dedication of our teams," said Brian Ternan, President and CEO of Health Net. "Exceptional service means listening, responding with empathy, and helping people navigate health care with confidence."

[View the full list on USAToday.com](#)

[Read the full Health Net news release](#)

MORE HEALTH NET NEWS

RxDC Reporting Update for Employer Groups

Following the Sales Alerts from March 4 and February 26, 2026 (see below), we want to provide you with a new update.



As a reminder, Under the transparency provisions of the Consolidated Appropriations Act, 2021 (CAA), health plans are required to submit annual prescription drug and health care spending data to the Departments of Labor (DOL), Health and Human Services (HHS), Treasury, and the Office of Personnel Management (OPM).

This reporting, known as the Prescription Drug Data Collection (RxDC), is submitted to the Centers for Medicare & Medicaid Services (CMS).

For the 2026 reporting cycle (covering 2025 data), submissions were due to CMS by June 1, 2026.

At this time, no action is required from employer groups.

Health Net Health of California, Inc. confirms the following:

- The 2025 RxDC report was successfully submitted on behalf of employer groups prior to the applicable deadline, (June 1, 2026).
- Health Net submission reference ID: 48476
- PBM submission reference ID: 51701
- No further action is required from employer groups.

INDUSTRY NEWS



Member Satisfaction With Commercial Health Plans Largely Unchanged For Past Three Years, Study Shows

[Healthcare Finance News](#) (6/9, Bender) reports, "Member satisfaction with commercial health plans remains largely unchanged for the past three years, as members continue to cite costs, claims resolution and trust as factors shaping their experience with insurers," according to [findings](#) from a JD Power study announced in a press release. The study shows "the national average satisfaction score for commercial health plans was 562 on a 1,000-point scale, down one point from 2025 and three points from 2024."

The results reflect "member expectations around quicker claims resolution, preventive wellness support, and more manageable in- and out-of-network costs."

As clients place greater emphasis on value and service; not just benefits, member expectations are shifting toward plans that feel like true partners in their care, not just cost managers.

Positioning plans around transparency, service experience, and cost clarity can help address client concerns and differentiate your recommendations in a competitive market.

IN THE COMMUNITY

Supporting Orange County Communities During Chemical Emissions Emergency



Health Net steps in to help members and providers stay connected to care and essential resources.

Health Net has a long history of supporting communities in times of crisis—from the COVID-19 pandemic and California wildfires to the recent Orange County chemical emissions emergency. Alongside delivering care and essential services, Health Net works hand-in-hand with community organizations—providing grants, mobilizing volunteers, and building partnerships that strengthen local response and recovery efforts. From funding nonprofit organizations and mobile health programs to collaborating with county partners and clinics, Health Net remains committed to helping communities recover, rebuild, and thrive.

Following the State of Emergency in Orange County due to chemical storage tank emissions, Health Net took action to support impacted communities—ensuring members and providers have access to care, medications, and critical services when they need it most.

Health Net helped our members stay covered by providing information about:

- **Prescriptions:** Emergency medication access available
- **Mental Health Support:** 24/7 behavioral health services
- **Telehealth:** Care from anywhere
- **Community Resources:** Support beyond healthcare

Health Net remains committed to supporting members, providers, and the communities they serve with responsive, flexible care solutions.

ATTENTION IFP BROKERS!

Covered California has opened a Special Enrollment Period (SEP) for those impacted by recent State of Emergency events, creating a limited-time opportunity to enroll in health coverage.

Orange County – Chemical Incident

Individuals affected may be eligible for a State of Emergency SEP.

- QLE effective: May 23, 2026
- Deadline to select a plan: July 22, 2026

This opportunity allows eligible individuals to enroll outside of Open Enrollment, making it critical to act quickly.

If you or someone you know may be impacted, we're here to help review options and guide you through enrollment.

Feel free to reach out directly with questions or to get started at 1-800-909-3447 Option 3.

For more information, visit our [Health Net Newsroom](#).

WELLNESS

You're Invited to a Wellness Webinar!

July Topic: Move Outside, Feel Alive

This month, we celebrate the power of movement and fresh air in boosting energy, mood, and overall well-being.

Step outside, get active, and reconnect with nature to feel more vibrant, focused, and alive in your daily life.



WHEN

July 15, 2026

12:00 - 2:45 P.M. PST

[REGISTER NOW!](#)

JUST FOR FUN

Red, White & YOU: A Star-Spangled Summer Snapshot



Fire up the grill and grab your shades—it's time to celebrate summer, sunshine, and a little star-spangled fun!

This Fourth of July, we're taking a quick break from the busy season to appreciate the little things that make summer great. Whether you're heading to a backyard BBQ, catching a fireworks show, or enjoying a well-earned day off, we hope your holiday is filled with good food, and great company.

Looking to add a little friendly competition to your holiday plans? Here are a few classic (and easy!) games to spark some fun this Fourth:

Backyard Classics:

- Sack Races: Old-school and always a hit—first to the finish wins!
- Three-Legged Race: Grab a partner and test your teamwork.
- Water Balloon Toss: Keep it light and refreshing—just don't drop it!

Lawn Games

- Cornhole Tournament: Easy to set up and perfect for all ages.
- Giant Jenga: How steady is your hand under pressure?
- Ring Toss (DIY): Use bottles and rings for a festive, simple setup.

Food-Themed Fun

- BBQ Showdown: Team burgers or hot dogs?
- Watermelon Eating Contest: Messy, hilarious, and crowd-approved.

Nighttime Entertainment

- Glow Stick Ring Toss: Add some glow for post-sunset fun.
- Fireworks Bingo: Create bingo cards with things you might see in the sky (stars, bursts, colors).

However you celebrate, we hope your Fourth is safe, relaxing, and full of moments that spark a little joy.

From all of us at Health Net—Happy Independence Day!