



Post Office Box 10348
Van Nuys CA 91409

Commercial Small Business Group (SBG) Non-Grandfathered Plans
Notice of Changes to Coverage Terms for New and Renewing Groups
Effective on and after January 1, 2021

The Health Net Life Insurance Company (HNL) Group Insurance Policies (Policies) and Certificates of Insurance (Certificates) issued in 2021 will include the changes to coverage terms as described in this Notice for compliance with new laws, regulatory requirements and/or to address our administrative changes. The following modifications apply to California Commercial Small Business Group (SBG) non-grandfathered plans and will appear (where applicable) in Policies/Certificates with the effective date on or after January 1, 2021.

Changes that appear on this Notice are in addition to any other 2021 plan change materials that you may have received. This is only a summary of changes. Please refer to the Certificates for more details on the terms of coverage. Additional changes, not confirmed at the time of this Notice distribution, may be required. Please ensure that enrollees in your groups are informed of the changes described in this Notice.

Legislative/Regulatory Changes

1. **Clinical Trials:** The “Clinical Trials” provision has been revised to comply with California Insurance Code (CIC) 10145.4, which includes the ability to participate in Clinical Trials outside of the state when the protocol for the trial is not available through Preferred Providers within California.
2. **Resolution of Disputes:** The “Resolution of Disputes” provision in the “Certification Requirements” section, the “Grievance and Appeals Process” provision in the “Coverage Decisions and Disputes Resolution” section and the “Review and Decision” provision in the “General Provisions” section have been changed to comply with state law (CIC 10169.3). You are required to participate in HNL’s grievance or appeals process before requesting Independent Medical Review (IMR) for Medical Necessity denials unless there is an imminent and serious threat to Your health. However, You will not be required to participate in the HNL's grievance or appeals process for more than 30 days. In the case of a grievance that requires expedited review, You will not be required to participate in HNL's grievance process for more than three days.
3. **Preventive Care Services:** A new “Preventive Care List of Services” section has been added to give more details on services that are covered as preventive care.
4. **Out-of-Network Ambulance Services:** To comply with state law (CIC 10126.65), the “Ambulance Services” provision has been changed. Covered Services provided by an Out-of-Network air Ambulance Provider will be paid at the Preferred Provider level of cost-sharing and Deductible, if applicable, and without balance billing.

5. **Telehealth Services:** New “Telehealth Services” language has been added to comply with state law (Assembly Bill 744.) Medically Necessary services (from Preferred Providers) provided appropriately as Telehealth Services are covered on the same basis and to the same extent as Covered Services delivered in-person.
6. **Pediatric Dental:** The dental benefit table has been updated to show the latest dental codes that are covered under the Plan.
7. **Continuity of Care:** Changes have been made under the “Conditions Eligible for Continuity of Care” provision to comply with state law (Assembly Bill 577). Eligible conditions have been expanded to include maternal mental health.

Policy Changes

1. **Certification Requirements:** The list of services under “Outpatient procedures, services or equipment” has been updated as follows:
 - *Bronchial thermoplasty, implantable pain pumps including insertion or removal and corrective appliances have been added.*
 - Under “Outpatient Surgical Procedures,” “Total joint replacements (hip, knee, shoulder, or ankle)” has been replaced by “Joint surgeries.”
 - The following have been revised and will now read as follows:
 - o Implantable pain pumps including insertion or removal.
 - o Organ, tissue and stem cell transplant services, including pre-evaluation and pre-treatment services, and the transplant procedure. Transplants must be performed through Health Net’s designated transplantation specialty network.

Prosthesis and corrective appliances

 - o In the event of an admission, a Concurrent Review will be performed. Confinement in excess of the number of days initially approved must be authorized by HNL.
2. **Select Telehealth Services Provider:** Teladoc, which provides certain telehealth consultation services, is being replaced by Babylon Health effective January 1, 2021. The “Teladoc Consultation Telehealth Services” reference has been replaced with the “Telehealth Consultations Through the Select Telehealth Services Provider.” Refer to the Babylon Health contact information on your new 2021 ID Card.
3. **Arbitration:** The “Arbitration” provision has been changed. The amount of damages, which dictates the use of a panel of three neutral arbitrators who shall hear and decide the case, has been raised to \$500,000. Additionally, the address for submitting a demand for arbitration has been revised.

Language Clarification

1. **Newborn children:** In the “Eligibility and Enrollment/Application for Coverage (Enrollment) and Effective Date for Newly Eligible Dependents” provision, newborn enrollment has been revised to clarify the timeframe for coverage/enrollment. No policy changes were made.
2. **Gender Reassignment Services:** The "Gender Reassignment Services" provision has been moved to the "Mental Health, Behavioral Health or Substance Abuse Needs" provision; renamed "Gender Dysphoria (formerly Gender Identity Disorder)" and revised to align with current policy.

3. **Definitions:** The definition of “Telehealth Services” has been relocated from the “Telehealth Services” provision.
4. **Language Assistance Services:** The “Language Assistance Services” section has been revised for clarity and ease of reading.

Schedule of Benefits

1. **Telehealth Services:** The “Introduction” section has been revised to include information on how telehealth services are provided.
2. **Visits to a Health Care Provider's Office or Clinic:** Language was revised to separate medical urgent care coverage from mental health urgent care coverage.
3. **Need Immediate Attention:** Language was revised to separate medical emergency services coverage from mental health emergency services coverage.

For more information regarding this Notice of Changes to Coverage Terms for 2021, please contact your Health Net sales representative.

Sincerely,

Health Net of California, Inc. and Health Net Life Insurance Company

PPO and Life/AD&D plans are offered by Health Net of California, Inc. PPO and Life/AD&D insurance plans are underwritten by Health Net Life Insurance Company. Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC. Health Net are registered service marks of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved.