



Health Net®

TRANSITION OF CARE POLICY

New Health Net members have the right, under certain circumstances, to continue receiving medical services from their previous physician or hospital, even if the physician or hospital is not a Health Net contracted provider.

A Health Net member undergoing a specified course of treatment has the right to continue receiving medical services from their physician or hospital even if the physician or hospital is terminated from the Health Net network.

MEDICAL CONDITIONS ELIGIBLE FOR TRANSITION OF CARE SERVICES

Generally, upon your request, treatment can continue from your provider when all the following conditions are met:

- You are receiving ongoing treatment for any of the following:
 - **Acute condition.** This means a medical condition with a sudden onset of symptoms due to injury, illness or other medical problem that requires prompt medical attention for a limited duration. Transition of care services are provided for the duration of the acute condition.
 - **Serious Chronic Condition.** This means a medical condition due to disease, illness or other medical problem or disorder that is serious in nature and that continues without cure, or worsens over an extended period of time, or requires ongoing treatment to maintain remission or prevent deterioration. Transition services must be provided for a period of time long enough to complete your course of treatment and arrange for a safe transfer to another provider, up to a period of 12 months.
 - **Pregnancy.** Pregnancy includes the three trimesters of pregnancy and the immediate postpartum period. The immediate postpartum period is the first six weeks after the birth of a child. Transition services must be provided for the duration of the pregnancy and postpartum period.
 - **Terminal Illness.** A terminal illness is an incurable or irreversible condition that has a high probability of causing death within one (1) year or less. Transition services must be provided for the duration of the terminal illness.
 - **Care of a Newborn Child.** A newborn child is a child between the ages of birth and thirty-six (36) months. Transition services must be provided for the care of a newborn child for a period not to exceed twelve (12) months.
 - **Scheduled Surgery.** This includes a surgery or other procedure that is authorized by the plan as part of a documented course of treatment and scheduled to occur within 180 days of the contract termination date or the effective date of coverage for a new enrollee
- The medical services you were receiving from your provider are a covered benefit under your Health Net plan.
- During the transition of care period you remain responsible for all copayments, deductibles, or any other cost sharing components of your plan in the same manner as if you were receiving care from a contracted Health Net provider.
- Your provider agrees in writing to the same contractual terms and conditions required of Health Net contracted providers, including but not limited to credentialing, hospital privileging, utilization review, peer review and quality assurance requirements.

(continued on reverse)

- Your provider agrees in writing to payment terms that are similar to payments made to providers providing similar services in the same or similar geographic area.

Circumstances Where Transition of Care Services Will Not Be Provided

Health Net is **not** required to provide transition of care services if any of the following apply:

- Your provider's contract was terminated due to a medical disciplinary cause or reason, fraud or other criminal activity.
- You are a new enrollee covered under an individual or family plan.
- Your provider does not agree in writing to the same contractual terms and conditions that are currently imposed upon Health Net contracting providers, including but not limited to credentialing, hospital privileging, utilization review, peer review and quality assurance requirements.
- Your provider does not agree in writing to payment terms that are similar to payments made to providers providing similar services in the same or similar geographic area.
- You are insured under a Health Net PPO or indemnity plan and your provider terminates his or her individual contract with Health Net or your provider group.

Requesting Transition of Care Services

Initiating the process is quite simple. You or your employer should advise Health Net of any transitional care needs or concerns within 60 days of the effective date of your new Health Net coverage or 30 days of the provider contract termination, unless you can show that it was not reasonably possible to make the request within these periods and you make the request as soon as reasonably possible. You may also fill out a "Health Net Transition Assistance Request" form obtained from Health Net. You will be required to select a PPG and primary care physician (PCP) for any services not specifically related to the condition for which continuity of care services are approved.

A Health Net care manager will be assigned to work with you. The transition of care unit will determine if you are eligible for transition of care assistance consistent with California law and professionally recognized standards of medical practice. The care manager will advise you by telephone and in writing of the exact extent, nature and duration of your coverage. You will be notified of a decisions in timely manner, not to exceed 5 business days from the date of your request.

If you are a new enrollee and, transition of care is not required, the care manager will advise you and your provider that services will not be covered and will offer you transition assistance within the Health Net network. If you are a current member and transition of care is not required, you will be referred back to your PCP for redirection.

To obtain a Health Net Transition Assistance Request form, request completion of covered services from your provider, or find out more about your continuity of care rights, please contact Health Net at the Member Services telephone number listed on your ID card.