

BREAKING NEWS

Health Net Assisting Members During State of Emergency

In response to Gov. Gavin Newsom's declared State of Emergency in Los Angeles and Ventura Counties, [Health Net](#) is providing special assistance to members affected by the LA fires and windstorm conditions. Health Net is committed to ensuring its members have uninterrupted access to essential prescription medications, critical Health Net information and healthcare services.

Prescription Information

During the duration of the State of Emergency, members in Los Angeles and Ventura Counties affected by the Southern California wildfires have options to get an emergency supply of their medication.

- Members can fill their prescription at the pharmacy where they originally filled their prescription.
- Or, because Health Net has temporarily suspended refill limitations, affected members can refill their prescriptions at an out-of-network pharmacy, if needed.

If a pharmacy is closed, or if members have any other questions about prescriptions, members can contact Health Net at [1-800-400-8987](#) for support.

Help with Coping

Health Net members have access to Health Net Behavioral Health Services for coping support including referrals to mental health counselors, local services and phone consultations. These services support members coping with grief, stress or trauma related to the fires and windstorm conditions. Health Net Behavioral Health is available for crisis support 24 hours a day, seven days a week [800-400-8987 \(TTY: 711\)](#).

Video Medical Appointments

If members cannot reach their primary care provider during a declared State of Emergency, Health Net provides access to telehealth services at no cost. To make an appointment, members can refer to their Health Net ID card for more information on accessing telehealth services. Members can also find this information by registering with and logging on to [HealthNet.com](#).

Prior Authorization, Precertification and Referrals

Health Net is taking steps to ensure that participating providers in areas affected by the fires are able to continue providing care for members' medical needs. This includes extending grace periods for notifications, starting from the admission date, for acute, post-acute, durable medical equipment (DME), medical supplies, and home health care services. You do not need to receive prior authorization. Please note that while the notification deadlines are relaxed, the requirement to notify us remains in place. Additional steps we are taking include:

- Flexibility for submitting updated clinical documentation for continued stay reviews.
- Post-admission notification approvals for impacted facilities.
- Approval of out-of-network services in the event a contracting provider or facility becomes unavailable.
- Granting authorization for the replacement of medical equipment or supplies.

Information for Healthcare Providers

Doctors and nurse practitioners can call Health Net at [1-800-641-7761](#) for help with:

- Emergency prescription refill guidelines
- Escalating approvals to reduce approval turnaround times
- Approval for out-of-network treatments when in-network resources are unavailable

Serving Those in Need

To better serve medically vulnerable members in the evacuation zones, Health Net has proactively reached out to members who may need the most help, including those identified as experiencing homelessness and members who are wheelchair-bound, oxygen dependent and homebound.

We've connected with over 800 members to provide information about:

- Emergency shelters
- Emergency prescription refills
- Necessary medical supplies
- Telehealth services and more

Health Plan Premium Flexibility due to Financial Hardship

Employers or individual members experiencing financial hardship due to impact from the fires should call us to discuss payment flexibility. For employers, please contact us at [800-828-2525 option 1](#) or email [HN_Collections@healthnet.com](#). Individual members should contact the number on their ID cards to discuss, for Off Exchange, [\(800\) 839-2172](#) and for Covered California members, [\(888\) 926-4988](#).

Depending on how long the members need additional assistance, Health Net may take additional steps to ensure its members have access to necessary healthcare services.

INDUSTRY NEWS

State of Emergency Special Enrollment Period for IFP Ambetter

Due to the devastating fires in Los Angeles and Ventura counties, Covered California issued an alert on January 8, 2025 that could impact our IFP and On Exchange Covered CA members.

State of Emergency Special Enrollment Period

Californians affected by a natural or human-caused disaster that results in a Governor's State of Emergency proclamation may qualify for a Special Enrollment Period (SEP). The table below shows the current State of Emergency list, the Qualifying Life Event (QLE) date, and the last day to select a plan (SEP End Date). The QLE dropdown menu on the Special Enrollment page of the application includes a State of Emergency option. To assist consumers who may qualify for this SEP, select "County under State of Emergency" from the dropdown menu and enter the date of the Qualifying Life Event.

State of Emergency	QLE Date	SEP End Date
Del Norte, Humboldt, Mendocino Counties - Earthquake	December 5, 2024	February 3, 2025
Los Angeles and Ventura Counties - Wildfires	January 7, 2025	March 8, 2025

Should you have any questions regarding this SEP, please contact your IFP Account Executive.

HEALTH NET NEWS

Proof of 2024 Health Coverage Form (1095-B)

Health Net will mail Form 1095-B to its members starting January 31, 2025.

The deadline for furnishing these forms is March 1, 2025

Form 1095-B is not required when members file their federal or state 2024 tax return.

However, we do suggest that members keep this form with their tax information.

This is in case they are asked to provide proof of their health care coverage. Health Net will mail tax Form 1095-B to all who had individual or group health coverage with us in 2024.

This includes:

- Individual & Family Plans, off-exchange*.
- Small Business Group.
- Large Business Group.

Health Net will also forward the Form 1095-B information to the IRS and FTB for the purpose of validating months of health coverage reported by the person filing their state and/or federal taxes.

For additional details please visit:

[CA Health Net](#) or [CA Ambetter](#) or contact your Health Net Account Representative.

*Members who are enrolled in a Health Net Individual & Family Plan through Covered CA will be mailed a 1095-A form directly from Covered CA.

WELLNESS

Health Net in Compliance with Mental Health Parity and Addiction Equity Act



Health Net of California, Inc. (Health Net) Compliance, confirms its compliance with the current Mental Health Parity and Addiction Equity Act as amended (MHPAEA), including comparative analyses of non-quantitative treatment limits (NQTLs) as required under Section 203 of the Consolidated Appropriations Act of 2021.

As you may be aware, the federal government recently released final rules updating NQTL comparative analysis requirements under MHPAEA.

Health Net is currently in the process of updating its documentation in compliance with this final rule. If you have any additional questions before we complete implementation of the new federal rules, please let us know.

Compliance Leadership is working with outside counsel on addressing the requests for NQTL comparative analysis received from the market. Currently, Commercial Sales has pending requests from active employer groups. It was also previously communicated by Compliance that should the groups be subject to a regulatory investigation before Health Net completes the implementation of Final Federal Rules (issued in September 2024), Health Net will coordinate with the group to timely provide compliance documentation to the relevant regulator(s).

We thank you for your continued partnership to serve both the medical and behavioral health needs of your members.

WHAT CAN I DO?

This Valentine's Day, Sharing is Caring

Valentine's Day isn't just about chocolates and flowers—show love through service and generosity.

Here are a few ideas from [AARP](#).

Help Families

Support families in need with simple acts like grocery trips, handyman tasks, or shared meals. Assist military families by babysitting, running errands, or donating books for troops to enjoy.

Fight Hunger

Help fight hunger by starting a community garden, organizing food drives, or connecting families with public benefits. A healthy, fed community is a happy one.

Support Kids

Volunteer for storytime, after-school programs, or homework hotlines. Offer emotional support to grieving kids or help grant wishes for children facing illness through organizations like Make-A-Wish.

Love Pets

Walk a neighbor's dog or volunteer at an animal shelter. Bring joy to therapy dogs and their handlers by supporting programs that visit hospitals and nursing homes.

Disaster Relief: How You Can Help

California's wildfires have left many in need. Here's how to make a difference:

[From LAist 1/8/25](#) Here's how you can help, right now.

- [Join LAIT911's](#) disaster response and recovery team, including collecting donations and assisting with delivery
- Foster a dog or cat from a family displaced by the fires. [Email](#) the Pasadena Humane Society or stop by their office for more info

Where to donate cold, hard cash and some specific items

Public officials in L.A. are encouraging people who want to help to donate to specific, well-vetted organizations and funds. These include:

- California Community Foundation's [Wildfire Recovery Fund](#)
- [American Red Cross](#)
- [Los Angeles Fire Department Foundation](#)

If you'd rather donate to a specific individual or family, GoFundMe has set up a [dedicated page](#) where you can donate to SoCal fire victims, first responders and others through their separate fundraising accounts.

If you have more stuff than cash, the YMCA is accepting donations of essential items for families affected by the fires at the following locations:

- Koreatown Center for Community Well-Being, 433 S. Vermont Ave.
- Westchester YMCA, 8015 S. Sepulveda Blvd.

The Pasadena Humane Society is [seeking monetary donations](#) to feed and care for the more than 300 pets they've taken in since the Eaton Fire broke out.

Find Your Match

Volunteering spreads love to individuals, families, and communities. [Search opportunities near you today!](#)

Have a Happy and Loving Valentine's Day!

