

Special Enrollment Period - Now through 6/30

Due to the COVID-19 virus, a Special Enrollment Period has been created and is **open now through June 30** for those who need 2020 health care coverage. Proof of this qualifying event is not needed.

Consumers must:

- Enroll by the last day of the month in order to start coverage on the first day of the following month.
- Pay their first premium payment to begin coverage.

Telehealth

Will Health Net allow access to telehealth services to increase access to care? And what is the reimbursement rate?

To limit members' risk of COVID-19 infection, Health Net encourages use of telehealth to deliver care when medically appropriate and capable through telehealth modalities for all services.

During the course of this declaration of emergency for Commercial and Medi-Cal members, Health Net's coverage for telehealth services will be temporarily expanded in accordance with regulatory requirements, and will be reimbursed whether the telehealth service is delivered via audio/video technology or via audio-only technology (when deemed medically appropriate for the patient's medical condition).

During the course of this declaration of emergency for Medicare and MMP/Cal MediConnect members, Health Net's coverage for telehealth services will follow guidance released by CMS which includes telecommunications involving **both** audio and video technology (with the only exception being for "virtual check-ins," which is defined in the CMS fact sheet available in the online link immediately below).

[Medicare Telemedicine Health Care Provider Fact Sheet](#)

In addition to telehealth services offered through our network of providers, Health Net is diligently working to offer expanded access to telehealth services through third parties. We will provide updated information on vendor arrangements once available.

COVID-19 Testing/Screening Cost-Shares and Prior-Authorizations

Is Health Net waiving cost-share requirements for screening and testing?

All member cost-share requirements (copayment, coinsurance and/or deductible amounts) related to the screening and testing for COVID-19 will be waived across all products.

Health Net covers screening and testing for COVID-19. Health Net is waiving all member cost-sharing requirements including, but not limited to, copayments, deductibles, or coinsurance for all medically necessary screening and testing for COVID-19, including hospital (including

emergency department), urgent care visits, and provider office visits where the purpose of the visit is to be screened and/or tested for COVID-19.

Can providers balance bill members for fees related to screening and testing for COVID-19?

Balance billing is strictly prohibited by state and federal law and Health Net's PPA. Providers may not bill members for any fees related to screening and testing for COVID-19.

Is Health Net requiring prior authorization, precertification, prior notification, or step therapy protocols for COVID-19 screening and testing?

Health Net is not requiring prior authorization, precertification, prior notification, or step therapy protocols for COVID-19 screening and testing services at this time.

COVID-19 testing

Testing can be ordered only by physicians or other authorized health care providers. Members seeking testing for COVID-19 should consult with their physician or health care provider who may order the test if they determine the patient meets testing criteria.

Screening and testing guidelines for COVID-19

On March 19, 2020, the state of California launched a new [coronavirus awareness website](#). According to this website:

- California is expanding the coronavirus testing capacity daily.
- Currently, testing is being prioritized for people who have the coronavirus symptoms AND have one of these risk factors:
 - Have had contact with a person who has tested positive for COVID-19, OR
 - Are health care providers or work with vulnerable populations (such as a long term care facility), OR
 - Traveled to an affected country in the past 14 days, OR
 - Are over age 60, have a compromised immune system or have serious chronic medical conditions

Prescriptions – Refills and Emergency Supply

How do members obtain an emergency supply of a prescription?

To obtain an emergency supply of a prescription medication, affected members can return to the pharmacy where the original prescription was filled. In addition, we are waiving prescription refill limits for medically necessary drugs and relaxing restrictions on home or mail delivery of prescription drugs. If the pharmacy is not open due to the state of emergency, affected members can contact the Emergency Response line at 1-800-400-8987, 8 a.m. to 6 p.m. Pacific Time (PT) for questions or assistance.

Mental Health and Coping Assistance

Is coping assistance offered to members impacted by COVID-19?

Members impacted by COVID-19 may contact MHN, our behavioral health subsidiary, for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from COVID-19. For the duration of the COVID-19 public health emergency period and its immediate aftermath, affected members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060, or the telephone number listed on the member's identification (ID) card.

Official websites for information and guidance on COVID-19

Where can I obtain the latest information and guidance on COVID-19?

For more information about COVID-19 and the latest guidance from public health officials visit any of these websites:

- [California Department of Public Health](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

Health Net's Business Continuity Plan

What is Health Net doing to mitigate risk to its operations?

As the COVID-19 situation escalates, we have taken the necessary steps to ensure the health of our employees so they can continue to perform their important work, and protect our business operations through actions such as implementing work from home policies where possible, providing enabling technology and limiting travel.

These and other measures further reinforce existing contingency plans Health Net has in place to preserve operations, provide our employees with the resources they need to stay safe, and support the health and well-being of our members during this critical time.

While this pandemic is unprecedented, we are prepared for this challenge through our long-standing business continuity plans that safeguard the integrity of our operations.

As we have experienced in recent years as a result of seasonal wildfires and other natural disasters, Health Net regularly reviews and updates its emergency business continuity protocols.

As part of these efforts, we continue to measure and refine our call center, utilization management and claims processing operations. We are doing everything we can during the nationally declared emergency for COVID-19 to support ongoing operations.