

Health Net Medicare Advantage Plan Changes Effective 1/1/2022

Effective 1/1/2022, University HealthCare Alliance (UHA) and Affinity Medical Group (AMG) will no longer participate in the Health Net Medicare Advantage HMO plan. This change does not impact Health Net Commercial contracts.

- **Which clinics and providers does this impact?** All UHA and Affinity Medical Group providers and all UHA clinics are impacted by this health plan change.
- **Will Health Net Medicare HMO patients be able to see their Affinity or UHA provider after 1/1/2022?** Affinity and UHA will be out of network with Health Net Medicare Advantage effective 1/1/2022. For a patient to continue seeing their UHA/AMG provider, patients need to select a Medicare plan that UHA and Affinity participate in (UnitedHealth, Essence Health, and traditional Medicare). Essence Health is the Medicare Advantage product formerly branded as Stanford Advantage.
- **What do patients need to do to keep their UHA or AMG doctor?** UHA and AMG continue to participate in United MA HMO and Essence Health (Formerly Stanford Advantage) and traditional fee for service Medicare. AMG and UHA are partnering with HealthMarkets for Open Enrollment. Patients can call HealthMarkets at 1-408-514-1345, TTY 711 for assistance with staying/enrolling in United MA HMO, or 1-855-200-0321 for assistance with Essence Advantage.
- **How does a patient maintain continuity of care?** Continuity of Care for patients actively receiving treatment or scheduled for a procedure is coordinated by Health Net. Patients who are undergoing active treatment or are scheduled for a procedure should contact Health Net at the number on the patient's card for assistance.
- **How will authorizations be addressed?** For authorizations on file for procedures scheduled after 12/31/2021, patients and providers must contact Health Net for authorization of Continuity of Care. After 12/31/2021, provider offices should send claims directly to Health Net for services provided under a Continuity of Care authorization or to the delegated medical group newly responsible for the patient's care.
- **How does a member access their medical record?** Patients who need to request copies of their medical records by requesting through MyHealth records request online. The July 2021 Huddle Flash on Digital Release of Information gives step-by-step information. For Affinity providers, patients will need to work directly with their provider.
- **How will impacted patients be notified?** Health Net is required to notify patients of this change and assist them with transitioning coverage. UHA/AMG is sending letters to patients informing them of their options for open enrollment. Copies of that letter will be made available for UHA offices.