



March 13, 2020

Re: Important Information on the Health Net Health Care Plan and COVID-19

On behalf of Health Net, I am reaching out to you to share important updates about Health Net plan benefits and care associated with the coronavirus (COVID-19).

The key points you and your company's employees should be aware of are as follows:

1. For all members, Health Net is waiving cost-sharing (deductibles, copayments and coinsurance) for medically necessary COVID-19 screenings and tests, as well as doctor office, urgent care and outpatient hospital (including emergency department) visits for medically necessary COVID-19 related services. In addition, for medically necessary COVID-19 related services we have eliminated prior authorizations.
2. We have also waived prescription refill limits. In addition, we have relaxed restrictions on home and mail delivery of prescription drugs.
3. For a member admitted to the hospital, the hospital is required to follow standard Health Net prior authorization and notification requirements.

Information and updates about COVID-19 disease is evolving rapidly.

- Please follow the Centers for Disease Control (CDC) website for the latest news and recommendations.
- Health Net is also posting updates in the Alert section on the HealthNet.com website.

We wish you well. If you have any questions, please feel free to contact your local Health Net representative.