**Broker Email Template**

Send to your employer groups with enrolled Health Net members.

Dear <Insert Client Name Here,>

I want to make you aware of a situation affecting some members enrolled in Health
Net coverage through Covered California for Small Business (also known as SHOP:
Small Business Health Options Program). Rest assured your employees’ coverage has not changed.

Due to confusion, some physician offices have declined to provide services to all

Health Net members enrolled in Covered California for Small Business. This may have been caused by a network change that affects Individual and Family Plan members.

This change does not affect Health Net PPO Small Business Plan (Covered California

for Small Business) members, like your employees.

All Health Net Covered California for Small Business plans, in all metal tiers, are PPO plans. As with all PPO plan coverage, members realize the greatest benefits when seeing in-network providers. And as with all PPO plan coverage, members may access their choice of any physician in California for covered services, whether the provider is

in-network or out-of-network. Therefore, physicians should not deny service to any

PPO member.

To minimize any disruption of care, attached is a handout that your employees can bring to their physician appointments. This document clarifies that employees enrolled in a Health Net PPO Plan will continue to receive services, and their physicians will be covered as Health Net providers. If confusion persists, physicians can use the contact number provided for immediate resolution.

If you have any employees that continue to encounter issues after taking these steps, please contact me.

Regards,

<Insert Broker Signature>