

Frequently Asked Questions

Dignity Health California Hospitals and Participating Provider Groups (PPGs) Potential Termination

Question: What is the background of this potential termination?

Answer: On 10/31/2017, Dignity Health issued notice of contract termination with intent to renegotiate their system-wide contract agreements. Health Net of California, Inc., Health Net Life Insurance Company (Health Net) has been in good faith negotiations with Dignity Health to reach agreement on a new system-wide agreement for all currently contracted Dignity Health hospitals and Participating Provider Groups (PPGs). This renewal impacts all Health Net contracted lines of business in California including Medicare, Medi-Cal, Cal MediConnect, and Commercial HMO/PPO/POS.

Question: How will this impact Health Net's membership?

Answer: All Dignity Health **hospitals will remain contracted through 4/30/18** under the existing contract agreement, and all Dignity Health **PPGs will remain contracted through 6/30/18**. Health Net contracted PPGs will cooperate with Dignity Health facilities to ensure that impacted membership will continue to receive all medically necessary care, to include continuation of care/transition of care assistance for any members who remain under treatment at a Dignity Hospital AFTER 4/30/18. **Please note: The only line of business not impacted by the termination deadlines is the Individual & Family EnhancedCare PPO, which will remain contracted through 12/31/2018 under the current contract agreement.**

Question: How will impacted members be notified of the termination if it occurs?

Answer: Health Net will notify all impacted membership via direct mail in compliance with the regulations governing each line of business, and all Health Net/CH&W contracted PPGs will continue to cooperate with Dignity Health facilities to ensure that impacted membership will continue to receive all medically necessary care, to include continuation of care/transition of care assistance for any members that remain under treatment at a Dignity hospital AFTER 4/30/18. **To date, only impacted CMS members received direct mail notification regarding the possible hospital termination if they were part of the following subset per the regulatory policy and procedure.** Membership for all other impacted lines of business (other than Medicare) will receive notices as required by the applicable regulatory agency, if the hospital contracts actually terminate effective 5/1/18.

Medicare Notification Requirement: Health Net will make a good faith effort to provide written notice of a termination of the provider at least thirty (30) calendar days before the termination effective date to all enrollees who are patients seen on a regular basis by the provider whose contract is terminating, irrespective of whether the termination was for cause or without cause. **“Regular basis” is defined as members with two visits or more within the last six (6) months (identified using claim report) and/or**

members with an open authorization within 180 days post-termination date (using data provided on the open authorization report).

Question: Are Dignity PPGs impacted by the 4/30/18 hospital termination date?

Answer: No. Dignity PPGs are contracted through 6/30/18. However, any PPG, including Dignity PPGs that refer/admit members to a Dignity hospital will need to begin redirecting Health Net members to alternative hospitals effective 5/1/18 in the event Health Net and Dignity hospitals do not renew their agreements.

Question: Will members keep their PCP? What about their specialists?

Answer: The hospital termination does not impact members' Primary Care Physicians (PCPs) as currently assigned. Regarding specialists, members' current specialty care will not be impacted but, if hospital services are required, specialist(s) will need to coordinate care at an alternative hospital effective 5/1/18, in the event Health Net and Dignity hospitals do not renew their agreements. Health Net contracted PPGs will cooperate with Dignity Health facilities to ensure that impacted membership will continue to receive all medically necessary care, to include continuation of care/transition of care assistance for any members who remain under treatment at a Dignity hospital AFTER 4/30/18.

Question: What if a member has hospital or physician services scheduled before/after 4/30/18?

Answer: Health Net contracted PPGs will cooperate with Dignity Health facilities to ensure that impacted membership will continue to receive all medically necessary care, to include continuation of care/transition of care assistance for any members who remain under treatment at a Dignity hospital AFTER 4/30/18.

Questions: Do members have to take any action now? Who should they contact if they have further questions or concerns?

Answer: Members should reach out to their PCP and PPG for assistance with care coordination as applicable. Health Net/CH&W contracted PPGs will cooperate with Dignity Health facilities to ensure that impacted membership will continue to receive all medically necessary care, to include continuation of care/transition of care assistance for any members that remain under treatment at a Dignity hospital AFTER 4/30/18.

Question: What specific Dignity providers are involved with the termination?

Answer: Please see the listings included on the following pages.

Terminating Dignity Health Providers

Hospital Providers: 4/30/18 termination date

Name	City
Bakersfield Memorial Hospital	Bakersfield
California Hospital Medical Center - Los Angeles	Los Angeles
Community Hospital of San Bernardino	San Bernardino
Dominican Hospital	Santa Cruz
French Hospital Medical Center	San Luis Obispo
Glendale Memorial Hospital and Health Center	Glendale
Marian Medical Center	Santa Maria
Mark Twain Medical Center	San Andreas
Mercy General Hospital	Sacramento
Mercy Hospital (Bakersfield) / Southwest Hospital	Bakersfield
Mercy Hospital of Folsom	Folsom
Mercy Medical Center Merced	Merced
Mercy Medical Center Mt. Shasta	Mount Shasta
Mercy Medical Center Redding	Redding
Mercy San Juan Medical Center	Carmichael
Methodist Hospital of Sacramento	Sacramento
Northridge Hospital Medical Center (Roscoe Blvd Campus)	Northridge
Saint Francis Memorial Hospital	San Francisco
Sequoia Hospital	Redwood City
Sierra Nevada Memorial Hospital	Grass Valley
St. Bernardine Medical Center	San Bernardino
St. Elizabeth Community Hospital	Red Bluff
St. John's Pleasant Valley Hospital	Camarillo
St. John's Regional Medical Center	Oxnard
St. Joseph's Medical Center of Stockton	Stockton
St. Mary Medical Center (Long Beach)	Long Beach
St. Mary's Medical Center (San Francisco)	San Francisco
Woodland Memorial Hospital	Woodland

Affiliated Hospital-Based Clinics: 4/30/18 Termination Date

- Mercy Medical Center Redding Outpatient Clinics
- Mercy Medical Center Mt. Shasta Outpatient Clinics
- Mark Twain St. Joseph's Hospital Outpatient Clinics
- Pacific Central Coast Health Centers (formerly Marian Community Clinic)
- SFO Medical Clinic
- CBCC Radiation Oncology

Participating Provider Groups (PPGs): 6/30/18 Termination Date

Dignity Capitated PPGs
DIGNITY HEALTH MED GRP - INLAND EMPIRE (INLAND HEALTHCARE)
DIGNITY HEALTH MED GRP - SANTA CRUZ (FORMERLY PMG SANTA CRUZ)
MERCY MED GRP - EL DORADO
MERCY MED GRP - SACRAMENTO
SEQUOIA PHYS NETWORK
WOODLAND CLINIC MED GRP
Dignity Fee-For-Service PPGs
DIGNITY HEALTH MED GRP - MERCED
DIGNITY HEALTH MED GRP - BAKERSFIELD
DIGNITY HEALTH MED GRP - DOMINICAN
DIGNITY HEALTH MED GRP - NORTH STATE
DIGNITY HEALTH MED GRP - SEQUOIA
DIGNITY HEALTH MED GRP - SIERRA NEVADA
DIGNITY HEALTH MED GRP - ST FRANCIS/ST MARY'S
DIGNITY HEALTH MED GRP - STOCKTON
DIGNITY HEALTH MED GRP - WOODLAND
DIGNITY HEALTH MED GRP- NORTHRIDGE FAMILY MEDICINE
DIGNITY HEALTH MED GRP- VENTURA COUNTY