Dr. LaShae Sharp- Collins
79th Assembly District

AB 2613: Modernizing Health Plan Notifications

SUMMARY

AB 2613 updates how patients are informed when they are being moved to another provider network due to failed negotiations between their insurer and provider.

This bill allows for contact by email, phone, or other modern methods instead of relying on exclusively on paper mail that too often goes unseen.

BACKGROUND

Health plans are required to notify consumers when there are changes to their coverage, including provider network changes, service disruptions, plan transfers, or the reassignment of a primary care provider.

However, current notification practices rely heavily on mailed notices that are often delayed, overlooked, or never received.

In practice, patients are sometimes reassigned to new providers or shifted between networks without meaningful awareness that a change has occurred until they attempt to seek care. This can result in denied appointments, unexpected out of network charges, disruptions to ongoing treatment plans, or delays in receiving time sensitive care.

As health care systems continue to digitize enrollment, billing, and appointment management systems, the state has an opportunity to modernize notification requirements to ensure consumers receive critical information in ways that are timely, accessible, and reflective of how people communicate today.

THIS BILL

AB 2613 requires health plans to provide consumer notifications through electronic and telephonic communication when appropriate. This bill helps prevent disruptions in care by making sure patients receive critical information about coverage changes that could impact their treatment.

SUPPORT

Health Access California

CONTACT

Jerika Edwards ♦ Senior Legislative Assistant
(916) 319-2079 ♦ Jerika.Edwards@asm.ca.gov

CAPITOL OFFICE
SWING SPACE, ROOM 4130
SACRAMENTO, CA 95814
TEL: 916.319.2079
FAX: 916.319.2179

DISTRICT OFFICE
4700 SPRING STREET, SUITE 301
LA MESA, CA 91942
TEL: 619.456.7903
FAX: 619.465.7909