



PROVIDER Bulletin



March 26, 2026

This Provider Bulletin applies to the lines of business and provider types checked below:

- PHP (Medicare) Primary Care Physicians Specialists
 PHC California (Medi-Cal) Hospitals Ancillary AHF Grants

Purpose of This Bulletin

The purpose of this bulletin is to inform contracted providers of the enactment of California Senate Bill 497 (SB 497), which enhances privacy protections for individuals seeking gender-affirming care, gender-affirming mental health services, and other legally protected health care activities (Civil Code § 56.109).

Summary of SB 497

Under SB 497, providers, health plans, contractors, and employers are prohibited from:

1. **Releasing medical information** related to an individual seeking or obtaining gender affirming health care or gender-affirming mental health care—or a person/entity allowing a child to receive such care—in response to any subpoena or request (including foreign subpoenas) based on another state’s law that interferes with access to this care or authorizes civil/criminal action related to such care.
2. **Disclosing medical information** under Civil Code § 56.10(c) if the request is based on another state’s law authorizing civil or criminal action against individuals or entities providing, seeking, obtaining, receiving, or facilitating gender-affirming health care or mental health care.
3. **Cooperating with out-of-state investigations or inquiries**, or providing identifiable medical information to out-of-state individuals, agencies, departments, or (to the extent permitted by federal law) federal law enforcement, when related to lawful gender affirming health care provided under California law.

The law does not prohibit cooperation with:

1. Investigations or audits involving conduct that is unlawful under California or federal law.
2. Criminal investigations involving activity punishable under California law.
3. Audits, reviews, or investigations related to licensure, registration, accreditation, or certification conducted under state or federal law or by accrediting organizations recognized by the California Department of Public Health or Centers for Medicare & Medicaid Services (CMS).

Questions?

If you need assistance or have questions related to SB 497 compliance, please contact your Provider Relations Representative at: **(888) 726-5411 or email CAPR@aidshhealth.org**

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with PHP and/or PHC California. If you have any questions contact the Provider Relations Department. Please email the Provider Relations Department at CAPR@aidshhealth.org.