

# FAQS: Health Plan Responses to Camp, Woolsey and Hill Wildfires

## Background

Due to wildfires throughout California, CalPERS asked its health plans to provide information for members who may become impacted and/or displaced due to a wildfire.

Below are answers to the following questions:

1. [How do displaced member access non-emergent care out of their area?](#)
2. [How will the plan assure members that such care will be covered?](#)
3. [Are there any provider networks or facilities that are closed due to evacuations?](#)

Click on the question to go directly to that section of the document.

## How do displaced member access non-emergent care out of their area?

Health Plan	Services Available
Anthem HMO (Traditional & Select)	<ul style="list-style-type: none"> <li>• Standard rules are applied and will consider circumstances if a member outreaches.</li> <li>• Virtual Visits: Basic plans include access to Live Health Online, a web-based visit with a doctor via either a mobile device (download through app store) or web browser <a href="https://livehealthonline.com/">https://livehealthonline.com/</a></li> <li>• Member services: <b>(855) 839-4524</b></li> </ul>
PERSCare/Choice/Select (Anthem Blue Cross PPO)	<ul style="list-style-type: none"> <li>• Members continue to have access to the nation's largest network.</li> <li>• Relaxed policies are applied.</li> <li>• Virtual Visits: Basic plans include access to Live Health Online, a web-based visit with a doctor via either a mobile device (download through app store) or web browser <a href="https://livehealthonline.com/">https://livehealthonline.com/</a></li> <li>• Member services: <b>(877) 737-7776</b></li> </ul>

Health Plan	Services Available
Blue Shield Access +	<ul style="list-style-type: none"> <li>Members have access to <u>non-emergent care through urgent care centers outside of their normal service area</u>. Members can use their Blue Shield of California mobile app to find the nearest contracted urgent care centers or view a copy of their ID card. If the member needs assistance locating an urgent care, needs a confirmation of coverage letter or ID card emailed to them/provider or is having difficulty accessing care, they can contact Concierge directly for assistance at <b>(800) 334-5847</b>.</li> </ul>
<ul style="list-style-type: none"> <li>Blue Shield Access +, con't.</li> </ul>	<ul style="list-style-type: none"> <li>The Life Referrals program is available 24/7 and connects members with a team of experienced professionals ready to assist with a wide range of personal, family and work issues. Life Referrals can be reached at: (800) 985-2405 or <a href="http://www.LifeReferrals.com">www.LifeReferrals.com</a> (Enter access code "BSC").</li> <li>BSC is allowing for the immediate refill of prescriptions, even if they are not yet due to be refilled. Authorizations for the zip codes affected by the fires are out in place so calls will not have to be made for exceptions. If members have any issues filling their medications they are urged to call BSC's concierge lines for immediate assistance at (800) 334-5847.</li> <li>Magellan Health (crisis line), Blue Shield's contracted managed care plan for behavioral health, is providing free access to resources, materials and counseling services through its dedicated hotline: 1-800-327-7451.</li> <li>Members can speak to a licensed doctor by phone or mobile app/web browser in minutes. <b>1-800-Teladoc 1-(800) 835-2362</b> <a href="https://www.teladoc.com/">https://www.teladoc.com/</a></li> </ul>
Health Net (SmartCare & Salud y Más)	<ul style="list-style-type: none"> <li>Members are covered for emergency services out of the area.</li> <li>For routine care, they would need to coordinate through their PCP and medical group.</li> </ul>

Health Plan	Services Available
Kaiser	<ul style="list-style-type: none"> <li>• <b>Getting prescriptions if affected or displaced:</b> If members need a prescription or refill, they can go to any Kaiser pharmacy.</li> <li>• If there is <u>no nearby Kaiser Permanente pharmacy</u> or if other assistance is needed, including redirecting mail order prescriptions, members can call the Kaiser Permanente Pharmacy Call Center at <b>1-888-218-6245</b>.</li> <li>• For information about member coverage or how to redirect or replace prescriptions, or if their Kaiser ID card has been lost, call Kaiser’s Member Service at <b>1-800-464-4000, TTY: 711</b>.</li> <li>• Members with appointments at the closed Medical Office Buildings are being notified of the closures.</li> <li>• Video visits and telephone appointments are available for most primary care needs.</li> <li>• Members with questions about scheduled appointments or who want to make an appointment at a facility they don’t normally use should contact the Appointment and Advice Call Center at: <ul style="list-style-type: none"> <li>• <b>Northern California: 1-866-454-8855</b> (24 hours a day, 7 days a week)</li> <li>• <b>Southern California: 1-833-574-2273</b> (Advice 24/7, appointments during local business hours)</li> </ul> </li> <li>• If a member needs a prescription or refill, they can go to any Kaiser Permanente pharmacy. None of our pharmacies is closed due to the fires. If there is no nearby Kaiser Permanente pharmacy or if other assistance is needed, including redirecting mail order prescriptions, members should call our Kaiser Permanente Pharmacy Call Center at: <ul style="list-style-type: none"> <li>• <b>Northern California: 1-888-218-6245</b> (M-F 8am-8pm, Sat. 8am-6pm, Sun. 9am-6pm)</li> <li>• <b>Southern California: 1-866-206-2983</b> (M-F 7am-7pm)</li> </ul> </li> </ul>
Sharp	<ul style="list-style-type: none"> <li>• Members are covered for emergency room and urgent care services outside of San Diego County.</li> <li>• Members also have access to Sharp Nurse Connection®, Sharp’s nurse advice line, for medical assistance during evenings and weekends contact <b>(855) 995-5004</b>.</li> </ul>

Health Plan	Services Available
UHC Signature Value Alliance	<ul style="list-style-type: none"> <li>• Impacted members who need help finding a care provider in the UnitedHealthcare network can call UHC’s customer care team at <b>(877) 359-3714</b>.</li> <li>• Members should also contact their assigned medical group/PCP.</li> <li>• Emotional support help line 24/7: <b>(866) 342-6892</b></li> </ul>
UHC MA PPO	<ul style="list-style-type: none"> <li>• Impacted members who need help finding a care provider in the UnitedHealthcare network can call UHC’s customer care team at <b>1-888-867-5581, TTY: 711</b>.</li> <li>• Members should also contact their assigned medical group/PCP.</li> <li>• Emotional support help line 24/7: <b>(866) 342-6892</b></li> </ul>
WHA	<p>Website – WHA will have a resource page on its website specific to those impacted by the wild fires that will include:</p> <ul style="list-style-type: none"> <li>- Magellan Health has the following: <ul style="list-style-type: none"> <li>• toll-free, 24-hour crisis line at <b>1-800-327-7451</b> for all individuals affected by wildfires in California.</li> </ul> </li> <li>- Nurse 24 – Nurses in the program would be provided information on the current status of the fires, evacuation procedures and available resources.</li> <li>- WHA Hospitals –all hospital facilities are open and continue to service members. However, it is important to note hospitals are triaging services which could mean a service that was scheduled in advance may be delayed.</li> </ul>
Optum Rx	<p>OptumRx’s Natural Disaster Standard Operating Procedure (SOP) in place. The Government Program SOP abides by FEMA guidelines and aligns with the Centers for Medicare and Medicaid Services.</p> <p>Refill edits for members in the impacted areas will be lifted for the duration of the disaster as declared by FEMA. Some may extend longer than others.</p> <p>OptumRx Member Service numbers:  Basic: <b>1-855-505-8110</b>  EGWP: <b>1-855-505-8106</b></p>

## How will the plan assure members that such care will be covered?

Health Plan	Services Available
Anthem HMO (Traditional & Select)	<ul style="list-style-type: none"> <li>Standard rules are applied and will consider circumstances if a member outreaches.</li> <li><b>Virtual Visits:</b> Basic plans include access to Live Health Online.</li> </ul>
PERSCare/Choice/Select (Anthem Blue Cross PPO)	<ul style="list-style-type: none"> <li>Members continue to have access to the nation's largest network.</li> <li>Relaxed policies are applied.</li> <li><b>Virtual Visits:</b> Basic plans include access to Live Health Online.</li> </ul>
Blue Shield Access +	<ul style="list-style-type: none"> <li>BSC's Concierge team will provide members support if providers are unwilling to see members based on non-emergent conditions due to the member displacement. The Concierge team has the resources and capabilities to call out to the providers to make sure care is not interrupted. If they are out of the service area, the claims will come into Blue Shield directly and will review them for payment based on the circumstances.</li> <li>Appeals and Grievances will waive the 180-day time limitation for members to file a grievance if the member states that they were unable to file timely due to a natural disaster.</li> </ul>
Health Net (SmartCare & Salud y Más)	<ul style="list-style-type: none"> <li>Members are covered for emergency services out of the area.</li> <li>For routine care, they would need to coordinate through their PCP and medical group.</li> </ul>
Kaiser	<p><b>Member Service Contact Center</b> If members have questions, they can call Kaiser's Contact Center, open 24 hours a day, 7 days a week (closed holidays) at <b>1-800-464-4000, TTY: 711</b></p> <ul style="list-style-type: none"> <li>When calling, members should let Kaiser representatives know they've been affected by the wildfires. Kaiser will continue to evaluate the situation and provide more information should something change.</li> </ul>
Sharp	<ul style="list-style-type: none"> <li>Members are covered for emergency room and urgent care services outside of San Diego County.</li> <li>Members also have access to Sharp Nurse Connection®, Sharp's nurse advice line, for</li> </ul>

Health Plan	Services Available
	medical assistance during evenings and weekends - Contact <b>(855) 995-5004</b>
UHC SignatureValue Alliance	<ul style="list-style-type: none"> <li>UHC's customer care team will work with any affected members at <b>(877) 359-3714</b>.</li> </ul>
UHC MA PPO	<ul style="list-style-type: none"> <li>UHC's MA PPO customer care team will work with any affected members <b>1-888-867-5581, TTY 711</b>.</li> </ul>
WHA	<ul style="list-style-type: none"> <li>Nurse 24 – WHA's nurse advice line is available from Optum's Nurse24 provides 24/7 support through Telephone Triage. Nurses in the program would be provided information on the current status of the fires, evacuation procedures and available resources.</li> <li>WHA Hospitals – all hospital facilities are open and continue to service members. However, it is important to note hospitals are triaging services which could mean a service that was scheduled in advance may be delayed.</li> </ul>
Optum Rx	<p>OptumRx's Natural Disaster Standard Operating Procedure (SOP) in place. The Government Program SOP abides by FEMA guidelines and aligns with the Centers for Medicare and Medicaid Services.</p> <p>Refill edits for members in the impacted areas will be lifted for the duration of the disaster as declared by FEMA. Some may extend longer than others.</p> <p>OptumRx Member Service numbers:  Basic: <b>1-855-505-8110</b>  EGWP: <b>1-855-505-8106</b></p>

**Are there any provider networks or facilities that are closed due to evacuations?**

Health Plan	Services Available
Anthem HMO (Traditional & Select)	All facilities are open
Anthem Medicare Preferred	All facilities are open
PERSCare/Choice/Select (Anthem Blue Cross PPO)	All facilities are open
Blue Shield Access +	All facilities are open
Health Net (SmartCare & Salud y Más)	All facilities are open

Kaiser	<p>Northern California - No impact to any Kaiser Permanente facilities</p> <p>Southern California –</p> <p><b>Open:</b> Kaiser Permanente Thousand Oaks Medical Office Building 2 (mental health) at 145 Hodencamp Road, Thousand Oaks, CA 91360</p> <p><b>Open:</b> Kaiser Permanente Thousand Oaks Medical Office Building 3 (primary care) at 322 E. Thousand Oaks Blvd., Thousand Oaks, CA 91360</p> <p><b>Open:</b> Kaiser Permanente Thousand Oaks Medical Office Building 1 at 365 E. Hillcrest Drive, Thousand Oaks, CA 91360 — staff is being consolidated here</p>
Sharp	All facilities are open
UHC SignatureValue Alliance	All facilities are open
UHC MA PPO	All facilities are open
WHA	All facilities are open
General Information:	<p>In Butte County, patients from Feather River Hospital in Paradise have been transferred to Enloe Medical Center in Chico. All elective surgeries are being cancelled and will be rescheduled. In the event Chico area hospitals are ordered to evacuate, patients could be transferred to medical facilities in the Oroville area.</p>