



California Provider News

California wildfires: help for our members

Administrative:

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California wildfires: help for our members!

Published: Sep 7, 2021 - Administrative

We are making temporary changes to health plan benefits to provide relief for members who live in California and must leave their homes due to the effects of the state's current wildfire emergency. The changes are in effect for members who live in the following counties:

- **Alpine** August 30, 2021 – September 28, 2021
- **Amador** August 30, 2021 – September 28, 2021
- **Butte** August 30, 2021 – September 28, 2021
- **El Dorado** August 17, 2021 – September 16, 2021
- **Lassen** August 30, 2021 – September 28, 2021
- **Nevada** August 5, 2021 – September 8, 2021
- **Placer** August 30, 2021 – September 28, 2021
- **Plumas** August 30, 2021 – September 28, 2021
- **Tehama** August 10, 2021 – September 8, 2021
- **Trinity** August 10, 2021 – September 8, 2021
- **Shasta** August 10, 2021 – September 8, 2021
- **Siskiyou** August 5, 2021 – September 8, 2021

If members need assistance during this emergency, we encouraged our members to please call us at **833-285-4030**, weekdays between 8 a.m. and 5 p.m. We can help with finding available doctors, refilling prescription drugs, or other health plan questions.

Emergency or urgent care

- Members can receive emergency or urgent care from any doctor or hospital, even if they are not in their plan's network. We will pay the claims as if they are in Anthem plan's network.
- If a member doctor's office or healthcare facility is closed because of the fires or extreme hot weather, or if they are unable to travel there, the member can easily contact us for support at 833-285-4030. We can help them find another doctor.
- If the member is in a care management program and needs to reach them the member can call 833-285-4030.

Prescription refills

- If the member's Anthem plan covers their prescription medications, the member can receive up to a 30-day emergency refill at any pharmacy now, even if it's not in their plan's network.
- If a member uses Anthem's mail-order pharmacy and their address changed, members may call us at 833-285-4030 so we can make sure to send their medicine to the right place.

Medical equipment that is lost or damaged

- We can help members replace their equipment (also called durable medical equipment or DME). Members can call us at 833-285-4030.

Eyeglasses or contact lenses that are lost or damaged

- We can help members replace their eyeglasses or contact lenses. Members can call us at 833-285-4030.

Preapprovals or referrals

- Members have more time to request them. There won't be any late fees. Members can call 833-285-4030 if they need an extension.

Filing a claim

- Providers will have more time to file claims. Call us at 833-285-4030 if you need an extension.

Mental health or other additional support

- Anthem's Employee Assistance Program (EAP) offers mental health support as well as resources on our website to help with legal/financial concerns and dependent-care needs. Call the EAP crisis line 24/7 at 877-208-8240 or go to [com](#) and use the log in: EAP Can Help.

Health plan premiums

- If a member receives a bill directly from Anthem for their monthly insurance premium and are experiencing financial difficulties as a result of the emergency, members have more time to pay their bill. Members can call us at 833-285-4030 to discuss options.

These relaxed guidelines are in effect for members who reside in Alpine, Amador, Butte, El Dorado, Lassen, Nevada, Placer, Plumas, Tehama, Trinity, Shasta, and Siskiyou counties in California and who must temporarily leave their homes due to the wildfire emergency.

The time period for updated support and care may change based on the conditions. Please check back here for updates. <https://www.anthem.com/ca/blog/member-news/help-for-members-impacted-by-wildfires-in-california/>

These changes are for members with Anthem group health plans through their employers, Anthem individual and family plans, and Medi-Cal. These changes are not for Federal Employee Health Benefit Plan, Medicare Advantage, or Medicare Part D plans. Those plans have their own guidelines.

If you need additional support, please call us at 833-285-4030.

Additional resources

For additional support during the wildfires, check these state resources:

- [California Department of Public Health Wildfire Information](#)
- [California Office of Emergency Services: Wildfire Recovery Health Information](#)
- [CAL FIRE: California Department of Forestry and Fire Protection](#)
- [CA Office of Emergency Services: Resources for Californians impacted by wildfire](#)

770-0921-EM-CA

URL: <https://providernews.anthem.com/california/article/california-wildfires-help-for-our-members>
