

## CALIFORNIA

# Client Connection

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## Wildfire Alert: Emergency coverage for members in California

September 15, 2015

Governor Edmund G. Brown Jr. declared a state of emergency in California on September 11, 2015, due to the effects of the Valley and Butte fires. This extends the provisions of his earlier Executive Order dated August 27, 2015 and applies them to Amador, Calaveras, Lake and Napa counties. As a result, Anthem Blue Cross continues to make sure members affected by the California wildfires can get the medical care they need.

Members who have been impacted and live in Amador, Calaveras, Lake and Napa counties should know the following:

- Emergency and urgent care services provided by doctors and hospitals out of our network will be paid at in-network coverage levels.
- The notification penalty on utilization management (UM) review of in-hospital cases is waived.
- Members with a prescription drug plan can get refills at any pharmacy now.
- If members use a mail-order pharmacy, they can update their address information by calling Member Services at the number on their ID card.
- Members can get replacement medical equipment (also called Durable Medical Equipment or DME) if theirs was lost, damaged or can't be accessed, as a result of the wildfires.
- We will extend claims filing deadlines.

Except for refilling lost or damaged drugs, members must call Member Services to ask that any of the above adjustments be made to their benefits. Members needing additional support should also call the Member Services number on their ID card.

These medical and pharmacy guidelines are effective immediately until October 9, 2015, unless extended. These guidelines do not apply to Medicare Advantage members, as Medicare Advantage has specific guidelines.

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