

From: DMHC Licensing eFiling

Subject: APL17-016 (OPL) – State of Emergency Due to Fires in Ventura and Los Angeles Counties

Date: Thursday, December 7, 2017 12:14:00 PM

Attachments: APL17-016 (OPL) – Re Southern California Fires.pdf

Dear Health Plan Representative,

Please find the attached All Plan Letter, State of Emergency due to fires in Ventura and Los Angeles Counties.

If you have any questions regarding the letter, please contact the Office of Plan Licensing through your assigned counsel.

Thank you.

ALL PLAN LETTER

DATE: December 7, 2017

TO: All Health Care Services Plans Operating In Ventura and/or Los Angeles County

FROM: Sarah Ream, Deputy Director
Office of Plan Licensing

SUBJECT: APL 17-016 (OPL) State of Emergency Due To Fires in Ventura and Los Angeles Counties

On December 5, 2017, California Governor Edmund G. Brown, Jr. proclaimed a state of emergency in the Counties of Ventura and Los Angeles due to multiple fires in those areas, which have damaged critical infrastructure, threatened thousands of homes and caused evacuations of residents.

Assistance to Impacted Enrollees

Health care service plans must ensure their enrollees who have been displaced by the fires have continued appropriate access to medically necessary health care services. This may require plans to, among other things:

- Relax time limits for prior authorization, pre-certification, or referrals.
- Suspend prescription refill limitations and permit impacted enrollees to refill their prescriptions at out-of-network pharmacies.
- Allow enrollees to replace of medical equipment or supplies.
- Extend filing deadlines for claims.
- Allow enrollees to access appropriate out-of-network providers if in-network providers are unavailable due to the disaster or if enrollees are out of the area due to displacement from the fires.
- Have toll-free telephone numbers that affected enrollees can call for answers to questions, including questions about the loss of health insurance ID cards, access to prescription refills, or how to access health care.

Information to the DMHC

The DMHC is tracking how plans with potentially impacted enrollees are responding to this emergency. **By no later than close of business on Friday, December 8, 2017**, please email to Sarah.Ream@dmhc.ca.gov the following information:

1. A summary of the actions the plan has taken or is in the process of taking to ensure the health care needs of impacted enrollees will continue to be met. Include a description of how the plan is communicating with potentially impacted enrollees to ensure continued access to care.
2. Whether the plan has experienced or expects to experience any disruptions to the operations of the plan itself (e.g., evacuations of plan offices) due to the fires.

If you have any questions regarding this All Plan Letter, please contact the Office of Plan Licensing through your assigned counsel.