

From: [DMHC Licensing eFiling](#)
Subject: All Plan Letter - Oroville Dam State of Emergency and Evacuations
Date: Monday, February 13, 2017 4:50:00 PM
Attachments: [APL Re Oroville Dam State of Emergency 2.13.17.pdf](#)

Dear Health Plans,

Please find the attached All Plan Letter regarding the Oroville Dam State of Emergency. 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: February 13, 2017

TO: All Health Care Services Plans

FROM: **Sarah Ream**
Deputy Director, Office of Plan Licensing

SUBJECT: Oroville Dam State of Emergency and Evacuations

On February 12, 2017, California Governor Edmund G. Brown, Jr. proclaimed a state of emergency in the Counties of Butte, Sutter, and Yuba due to the potential significant flooding below the Oroville Dam. This potential flooding prompted the ordered evacuation of over one hundred thousand of residents in the identified counties.

Health care service plans are advised to ensure that their enrollees who may have been displaced by the evacuation have continued appropriate access to the health care services those enrollees need. This may require plans to relax temporarily certain requirements including, but not limited to:

- Relaxing time limits for prior authorization, pre-certification, or referrals.
- Suspending prescription refill limitations and permitting impacted enrollees to refill their prescriptions at out-of-network pharmacies.
- Allowing replacement of medical equipment or supplies.
- Extending filing deadlines for claims.

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