

# HEALTH PLAN ASSISTANCE FOR ENROLLEES IMPACTED BY WILDFIRES



*If you've been negatively impacted or displaced by the California wildfires, your health plan is required to help.*

## WHAT THE DMHC IS DOING TO HELP

The California Department of Managed Health Care (DMHC) requires California health plans to help victims of recent California Wildfires who are experiencing problems obtaining health care services by speeding up approvals for care, replacing lost prescriptions and ID cards, or quickly arranging health care at other facilities if a hospital or doctor's office is not available due to the fires.

**IF YOU NEED ASSISTANCE, CALL  
THE DMHC HELP CENTER AT:**

**1-888-466-2219**



## HEALTH PLAN REQUIREMENTS

Health plans must ensure enrollees displaced by the fires continue to have 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 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 a toll-free number for affected enrollees to 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.

Follow this link for [toll-free numbers to health plans](#), or visit our website, [www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov) for the most recent version of this document.