



**DMHC Resource Guide:
2025 Southern California Wildfires**

**Full Service Commercial & Medi-Cal
Health Plans Operating in
Los Angeles & Ventura Counties**

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Introduction

The California Department of Managed Health Care (DMHC) is making this resource guide available for health plan members impacted by the state of emergency¹ caused by wildfires in Southern California. This guide provides information on health plan requirements to help health plan members, as well as contact information for health plans operating in Los Angeles and Ventura counties.

The DMHC issued guidance to health plans through an All Plan Letter² with the requirements plans must comply with under a state of emergency as outlined in the list below. The DMHC also has a helpful consumer fact sheet³ available in English and Spanish.

If a health plan member is having difficulty getting the health care services they need, they should first contact their health plan for assistance. Contact information for DMHC-licensed health plans operating in Los Angeles and Ventura counties is provided in this resource guide. If a health plan member has problems getting assistance from their health plan, they can contact the DMHC Help Center at www.DMHC.ca.gov or 1-888-466-2219 (TDD: 1-877-688-9891) for further assistance. The DMHC Help Center provides help in all languages, and all services are free.

¹ <https://www.caloes.ca.gov/wp-content/uploads/Legal-Affairs/Documents/Proclamations/1.8.2025-LA-Fires-EO-N-2-25.pdf>

² [APL 25-001 - Southern California Fires and Enrollees' Continued Access to Health Care Services \(1.9.2025\)](#)

³ <https://www.dmhc.ca.gov/Portals/0/Docs/DO/NaturalDisasterFlyer-A.pdf>

Health Plan Requirements to Help Wildfire Impacted Members

DMHC-licensed commercial and Medi-Cal health plans must make sure their members impacted by the wildfires in Southern California can continue to access all medically necessary health care services, including prescription drugs.

- Provide a toll-free telephone number for impacted plan members and providers to call for answers to questions, including questions about the loss of health plan identification cards, access to prescription refills, and how to access health care services.
- Prominently display on the health plan's website information describing how impacted members can continue to access care, and how members and providers can contact the plan for more information.
- Suspend prescription refill limitations and permit impacted members to refill their prescriptions at out-of-network pharmacies at ordinary in-network cost-sharing. The plan shall also allow impacted members to obtain new prescriptions at out-of-network pharmacies.
- Allow members to replace medical equipment or supplies.
- Allow members to access care from appropriate out-of-network providers if in-network providers are unavailable due to the State of Emergency, or if the member is outside the area due to displacement. The plan shall ensure members in such instances are not subject to more than their ordinary in-network cost-sharing for such services.
- Reduce or remove unnecessary barriers to the efficient admission, transfer and discharge of plan members at hospitals (including non-contracted hospitals) that have been or may be impacted by the State of Emergency.

The DMHC also encourages health plans to shorten timeframes for prior approval, pre-certification, or referrals for care, and to extend the time such approvals, pre-certification, or referrals remain valid to ensure impacted health plan members can continue to access care.

Health Plan Contact Information

Aetna Health of California Inc.

- Toll-Free Numbers:
 - 800-443-2386 or 800-872-3862 (800-USAETNA)
 - 877-204-9186 (member services)
- Website: www.aetna.com

AIDS Healthcare Foundation (Positive Healthcare)

- Toll-Free Number:
 - 800-263-0067
 - 323-860-5200 (local number)
- Website: www.aidshealth.org

Blue Cross of California (Anthem Blue Cross)

- Toll-Free Numbers:
 - 833-285-4030 or 800-333-3883
- Website: www.anthem.com/ca

Blue Shield of California Promise Health Plan

- Toll-Free Numbers:
 - Customer Service
 - L.A. Care: 800-605-2556 (Mon-Fri 8am-6pm)
 - San Diego Promise: 855-699-5557 (Mon-Fri 8am-6pm)
 - Care Management
 - L.A. Care: 800-605-2556 (Mon-Fri 8am-6pm)
 - San Diego Promise: 855-699-5557 (Mon-Fri 8am-6pm)
 - Virtual Care
 - TeleDoc: 800-835-2362 (24/7)
 - Nurse Advice Line: 800-609-4166 (24/7)
 - Mental Health
 - L.A. Care: 855-765-9701 (Mon-Fri 8am-8pm)
 - San Diego Promise: 855-321-2211 (Mon-Fri 8am-8pm)

Blue Shield of California Promise Health Plan, cont.

- National Suicide Prevention Hotline: 800-273-8255 (24/7)
- Vision: 855-492-9028 (Mon-Sat 8am-8pm)
- Website: <https://news.blueshieldca.com/2025/01/08/january-8-2025-blue-shield-of-california-offers-assistance-to-members-affected-by-wildfires> or www.blueshieldca.com/promise

California Physicians' Service (Blue Shield of California)

- Toll-Free Numbers:
 - Customer Service:
 - Commercial Members: 800-393-6130
 - Virtual Care
 - TeleDoc: 800-835-2362
 - NurseHelp 24/7: 877-304-0504
 - Mental Health
 - Commercial Members: 800-327-7451 (24/7)
 - Vision
 - 877-601-9083 (Mon-Sat 5am-8pm & Sun 8am-5pm)
- Website Link: <https://news.blueshieldca.com/2025/01/08/january-8-2025-blue-shield-of-california-offers-assistance-to-members-affected-by-wildfires> or www.blueshieldca.com

Cigna HealthCare of California, Inc.

- Toll-Free Numbers:
 - Customer Service
 - Members: 800-244-6224 or the number on your ID card
 - Non-Members: 866-912-1687
- Website: www.cigna.com/knowledge-center/disaster-resource-center or www.cigna.com/individuals-families/member-guide/customer-forms/cigna-in-california

County of Ventura (Ventura County Health Care Plan)

- Toll-Free Numbers:
 - 805-981-5050 or 800-600-8247
 - TDD to Voice: 800-735-2929
 - Voice to TDD: 800-735-2922
 - 24-hour Administrator access for emergency providers 805-981-5050 or 800-600-8247
 - Pharmacy Help: 800-811-0293
- Website: www.vchealthcareplan.org

Health Net Community Solutions, Inc.

- Toll-Free Numbers:
 - 800-400-8987 or 800-675-6110
- Website - https://www.healthnet.com/content/healthnet/en_us/news-center/news-releases/2025-01-08-health-net-providing-special-assistance-members-affected-palisades-fire.html or www.healthnet.com

Health Net of California, Inc.

- Toll-Free Numbers:
 - 800-400-8987 or 800-522-0088 or 800-275-4737
- Website - https://www.healthnet.com/content/healthnet/en_us/news-center/news-releases/2025-01-08-health-net-providing-special-assistance-members-affected-palisades-fire.html or www.healthnet.com

Kaiser Foundation Health Plan, Inc. (Kaiser Permanente)

- Toll-Free Numbers:
 - Member Services Contact Center
 - English: 800-464-4000
 - Spanish: 800-788-0616
 - Chinese dialects: 800-757-7585
 - TTY: 711

Kaiser Permanente, cont.

- Website - <https://healthy.kaiserpermanente.org/southern-california/alerts/p2/southern-california-fires> or www.kaiserpermanente.org

L.A. Care Health Plan Joint Powers Authority

- Toll-Free Numbers:
 - Member services 888-452-2273
 - Medi-Cal 888-839-9909
 - L.A. Care Covered [™] 855-270-2327
 - PASC-SEIU Plan 844-854-7272
- Website: <https://www.lacare.org/members/health-news-advisories/los-angeles-wildfires-2025-member-services-updates> or www.lacare.org

Local Initiative Health Authority for Los Angeles County (L.A. Care Health Plan)

- Toll-Free Numbers:
 - Member services 888-452-2273
 - Medi-Cal 888-839-9909
 - L.A. Care Covered [™] 855-270-2327
 - PASC-SEIU Plan 1-844-854-7272
- Website: <https://www.lacare.org/members/health-news-advisories/los-angeles-wildfires-2025-member-services-updates> or www.lacare.org

MemorialCare Select Health Plan

- Toll-Free Numbers:
 - 855-367-7747 or 844-805-8700
- Website: <https://www.memorialcaresselecthealthplan.org/> or www.mcshp.org

Molina Healthcare of California

- Toll-Free Numbers:
 - 888-665-4621
- Website: www.molinahealthcare.com

UHC of California (UnitedHealthcare of California)

- Toll-Free Numbers:
 - 866-633-2446 or 800-624-8822
- Website: www.pacificare.com

UnitedHealthcare Benefits Plan of California

- Toll-Free Numbers:
 - 866-633-2446 or 800-357-0978
- Website: www.uhc.com