

HEALTH PLAN ASSISTANCE FOR ENROLLEES IMPACTED BY NATURAL DISASTERS



If you've been negatively impacted or displaced by Natural Disasters, including earthquakes, wildfires, and flooding, 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 Natural Disasters, including earthquakes, wildfires and flooding, who are experiencing problems obtaining health care services. This could include 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 disaster.

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

1-888-466-2219



HEALTH PLAN REQUIREMENTS

Health plans must ensure enrollees displaced by Natural Disasters 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.

You should first contact your health plans for assistance, but if you have problems obtaining services or assistance from your health plan, you can also contact the Department of Managed Health Care's Help Center at 1-888-466-2219, or at www.HealthHelp.ca.gov.