

From: [DMHC Licensing eFiling](#)  
Subject: APL 18-012 (OPL) - State of Emergency Due To Fires in Riverside and Shasta Counties  
Date: Friday, July 27, 2018 12:07:36 PM  
Attachments: [APL18-012 \(OPL\) - Re Cranston and Carr fires.pdf](#)

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Dear Health Plan Representative,

Please find the attached All Plan Letter regarding state of emergency in Riverside and Shasta Counties due to the effects of the Cranston and Carr fires.

Thank you.



Edmund G. Brown Jr., Governor  
State of California  
Health and Human Services Agency  
**DEPARTMENT OF MANAGED HEALTH CARE**  
980 9<sup>th</sup> St., Ste. 500, Sacramento, CA 95814  
Telephone: 916-324-8176 | Fax: 916-255-5241  
[www.HealthHelp.ca.gov](http://www.HealthHelp.ca.gov)

## ALL PLAN LETTER

**DATE:** July 27, 2018

**TO:** All Health Care Services Plans Operating In Riverside and/or Shasta Counties

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

**SUBJECT:** APL 18-012 (OPL) State of Emergency Due To Fires in Riverside and Shasta Counties

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On July 26, 2018, California Governor Edmund G. Brown, Jr. proclaimed a state of emergency in the counties of Riverside and Shasta due to the effects of the Cranston and Carr fires.

### Assistance to Impacted Enrollees

Health care service plans must ensure their enrollees who have been 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 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 Tuesday, July 31, 2018,** please submit via email to [Sarah.Ream@dmhc.ca.gov](mailto: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.