State of Emergency:

Support for Health Net Members Impacted by Ferguson Fire in Mariposa County

Health Net of California, Inc. is providing assistance to members in Mariposa County affected by the Ferguson Fire. We want to ensure members that have been evacuated, or lost their homes, have access to health care services and prescriptions through the next 30 days or until the state of emergency has been lifted. On July 26, 2018, Governor Jerry Brown declared a state of emergency in Mariposa County due to the Ferguson Fire.

Here's what you need to know:

PRESCRIPTION INFORMATION

Health Net will approve any essential prescription medications (with current copayments and deductibles) for any Health Net member in Mariposa County whose medication was lost in a fire or remained behind during an evacuation. Providers should inform their Health Net patients that to obtain an emergency supply, affected members can return to the pharmacy where the original prescription was filled. If the pharmacy is not open due to the state of emergency, affected Health Net members can contact Health Net's Emergency Response line at 1-800-400-8987, 8:00 a.m. to 6:00 p.m. Pacific time (PT), for questions or assistance.

COPING ASSISTANCE

Health Net members who lost their homes or have been evacuated due to the current wildfire may contact MHN, Health Net's behavioral health subsidiary, for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from the fire. For the duration of the fire and its immediate aftermath, affected Health Net members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060.

HEALTH NET PARTICIPATING PROVIDERS

Health Net is taking steps to ensure that Health Net participating providers in areas affected by the wildfire are able to continue providing care for Health Net members' medical needs.

Health Net participating providers may call the **Provider Services Center** using the contact information provided in the right-hand column of this page for guidance on prescription refills, length of time to obtain authorizations for treatment or approval for out-of-network services in the event a contracting provider or facility becomes unavailable.

THIS UPDATE APPLIES TO **CALIFORNIA** PROVIDERS:
- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:
○ HMO/POS/HSP
● PPO
● EPO
○ Medicare Advantage (HMO)
○ Medi-Cal

PROVIDER SERVICES
provider_services@healthnet.com
1-800-641-7761
provider.healthnet.com

PROVIDER COMMUNICATIONS
provider.communications@
healthnet.com
fax 1-800-937-6086

ADDITIONAL INFORMATION

Depending on how the fire situation progresses, Health Net may make additional changes to its policies as needed to ensure members have access to necessary health care services.

If you have questions regarding the information contained in this update, contact the Health Net **Provider Services Center** within 60 days at 1-800-641-7761.