

# PROVIDER Update



Health Net®

NEWS & ANNOUNCEMENTS

DECEMBER 3, 2018

UPDATE 18-901

2 PAGES

## State of Emergency: Additional Information for Members Impacted by the Camp Fire

### *Support for Health Net members impacted in Butte County*

This update contains additional information on prior authorization, prescription medication refills and prescription glasses for impacted members.

On November 8, 2018, Acting Governor Gavin Newsom declared a state of emergency in Butte County due to the Camp Fire. Health Net Life Insurance Company (Health Net) is providing assistance to members in Butte County affected by the Camp Fire.

We want to ensure that members who have been evacuated, or lost their homes, have access to health care services and prescriptions during this state of emergency.

Here's what you need to know:

### **PRIOR AUTHORIZATION, PRECERTIFICATION AND REFERRALS**

Health Net is taking steps to ensure that all providers in areas affected by the Camp Fire in Butte County are able to continue providing care for members' medical needs. During this state of emergency, all prior authorization and precertification requirements and time limits for referrals are waived.

### **PRESCRIPTION INFORMATION**

Health Net will approve any essential prescription medications (with current copayments and deductibles) for any Health Net member in Butte 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 or no longer operational, members may have their prescription filled within the same retail chain pharmacy (for example, CVS, Rite-Aid, Walgreens, etc.) and get a 30 day refill without a new prescription. **For opioid refills, a prescription is required from a physician.**

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 with obtaining a new prescription.

### **PRESCRIPTION GLASSES**

A replacement pair of prescription glasses will be issued to members if it was lost in the fire and they already filled their once a year prescription. Members can contact the Health Net Member Services Department at 1-800-522-0088 for assistance.

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
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES

provider\_services@healthnet.com

1-800-641-7761

provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@

healthnet.com

fax 1-800-937-6086

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## DURABLE MEDICAL EQUIPMENT

Members who require durable medical equipment (DME) replaced due to the Camp Fire can contact the DME provider that provided the item and ask for a replacement at no cost. Members who do not know where their item was obtained can contact the Health Net Member Services Department at 1-800-522-0088 for assistance.

## TELEHEALTH SERVICES

Teladoc® is offering free general medical care with board certified physicians 24 hours a day, seven days a week to residents of Butte County and the surrounding areas impacted by the fires, regardless of insurance coverage. Treatment for basic illness is provided in voice or video via mobile telephone or landline. Teladoc physicians can provide prescription medications if deemed necessary.

Please provide the below designated hotline and website information to your patients, impacted residents and nearby shelters to help spread the word about the availability of these important services.

- 1-855-225-5032
- [teladoc.com/cafires](http://teladoc.com/cafires)

## FILING CLAIMS

The deadline to file claims for providers impacted by the Camp Fire will be extended. Providers may contact the **Provider Services Center** at 1-800-641-7761 for additional guidance on claims extension time frames.

## COPING ASSISTANCE

Health Net members who lost their homes or have been evacuated due to the Camp Fire 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. Affected Health Net members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060.

## ADDITIONAL INFORMATION

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** at 1-800-641-7761.