



## State of Emergency: Counties Across California Due to Winter Storms

### Support for Cal MediConnect Plan members impacted by the California winter storms

On February 21, 2019, Governor Gavin Newsom declared a state of emergency in Calaveras, Los Angeles and San Diego counties, due to the severe winter storms that have caused flooding, mudslides, erosion, power outages, and damage to critical infrastructure.

Health Net\* is providing assistance to members in Los Angeles and San Diego counties affected by such winter storms.

We want to help ensure that members who have been impacted because they or their usual health care providers have been temporarily displaced, have continued access to health care services and prescriptions during the state of emergency.

Here is what you need to know.

### PRIOR AUTHORIZATION, PRECERTIFICATION AND REFERRALS

Health Net is taking steps to ensure that Health Net participating providers in areas affected by the winter storms 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:

- Easing of time limitations for prior authorizations, precertification and referrals for treatment.
- Approval for out-of-network services in the event a contracting provider or facility becomes unavailable.
- Authorization for the replacement of medical equipment or supplies.

### FILING CLAIMS

The deadline to file claims for providers impacted by the winter storms will be extended. Providers may contact the **Provider Services Center** using the contact information provided in the right-hand column of this page for additional guidance on claims extension time frames.

### PRESCRIPTION INFORMATION

Health Net will approve any essential prescription medications (with current copayments and deductibles) for any Health Net member in Los Angeles and San Diego counties whose medication was lost 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

THIS UPDATE APPLIES TO  
**CAL MEDICONNECT**  
 PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

### PROVIDER SERVICES

provider\_services@healthnet.com  
 Los Angeles County – 1-855-464-3571  
 San Diego County – 1-855-464-3572  
 www.healthnet.com

### PROVIDER COMMUNICATIONS

provider.communications@  
 healthnet.com

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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 have lost their homes or have been evacuated due to the California winter storms 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 California winter storms. For the duration of the state of emergency and its immediate aftermath, affected Health Net members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060.

## **ADDITIONAL INFORMATION**

Depending on how the California winter storms progress, 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** by county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICONNECT – SAN DIEGO COUNTY	1-855-464-3572	