

State of Emergency Declared throughout the State of California

Support for CalViva Health members impacted by ongoing fires

On October 27, 2019, Governor Gavin Newsom declared a state of emergency throughout the state. Health Net* and CalViva Health are providing assistance to members in areas affected by ongoing fires.

CalViva Health wants 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 and referrals

Health Net, on behalf of CalViva Health, is taking steps to ensure that participating providers in affected areas are able to continue providing care for CalViva Health members' medical needs.

Participating providers may call the **Provider Services Center** at 1-888-893-1569 for guidance on:

- Easing of time limitations for prior authorizations referrals for services.
- 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 fires will be extended. Providers may contact the **Provider Services Center** at 1-888-893-1569 for additional guidance on claims extension time frames.

Prescription information

Any essential prescription medications will be approved for any CalViva Health member whose medication was lost in a fire or remained behind during an evacuation. Providers should inform their patients that to obtain an emergency supply, affected CalViva Health 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 CalViva Health members can go to any contracted pharmacy and fill their prescription. Members may also contact the CalViva Health Medi-Cal Member Services Department at 1-888-893-1569 for questions or assistance.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569

www.healthnet.com

Coping assistance

CalViva Health members who lost their homes or have been evacuated due to ongoing fires may contact MHN for referrals to behavioral health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from the fires. For the duration of the state of emergency and its immediate aftermath, affected CalViva Health members may contact the CalViva Health Medi-Cal Member Services Department at 1-888-893-1569.

Additional information

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

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.