

PROVIDER Update



State of Emergency Declared throughout the State of California

Support for Cal MediConnect Plan members impacted by ongoing fires

On October 27, 2019, Governor Gavin Newsom declared a state of emergency throughout the state. Health Net* is providing assistance to Cal MediConnect Plan (Medicare-Medicaid Plan) members in areas affected by ongoing fires.

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 and referrals

Health Net is taking steps to ensure that Health Net participating providers in affected areas 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 and 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** 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 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.

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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Coping assistance

Health Net members who lost their homes or have been evacuated due to ongoing fires 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 fires. 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 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** 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	