

Subject Line: Help for Members Impacted by Wildfires in Southern California

Body Copy:

We're making temporary changes to health plan benefits to provide relief and ensure healthcare access for our members who live in Los Angeles and Ventura counties in California and are impacted by the Palisades wildfire and windstorm conditions. The changes are in effect January 7 through February 5, 2025.

The changes also apply to emergency responders who have been activated to the impacted area by their state or local agency, but who do not live in the impacted area.

For assistance during this emergency, please call us at 833-285-4030

We are here to help make sure you have access to the healthcare you need. We can help with finding available doctors, refilling prescription drugs, and other health plan questions. We're available by phone Monday through Friday, 8 a.m. to 6 p.m. PT.

Receiving care during the emergency

- You can receive care from any doctor or hospital, even if they are not in your plan's network. We will cover the claims as if they are in your plan's network.
- If your doctor's office or healthcare facility is closed because of the emergency, or if you are unable to travel there, call us at 833-285-4030. We can help you find another doctor.
- If you're in a care management program and need to reach them, call 833-285-4030.

Prescription drug refills

- If your Anthem plan covers your prescription medicines, you can receive up to a 30-day emergency refill at any pharmacy now, even if it's not in your plan's network.
- If you use Anthem's home delivery pharmacy and your address changed, call us at 833-285-4030 so we can make sure to send your medicine to the right place.

Medical equipment that is lost or damaged

- We can help you replace your equipment (also called durable medical equipment or DME). Call us at 833-285-4030.

Eyeglasses or contact lenses that are lost or damaged

- We can help you replace your eyeglasses or contact lenses. Call us at 833-285-4030.

Preapprovals or referrals

- You have more time to request them. There won't be any late fees. Call 833-285-4030 if you need an extension.

Filing a claim

- You and your doctors have more time to file claims. Call us at 833-285-4030 if you need an extension.

Health plan premiums

- If you receive a bill directly from Anthem for your monthly insurance premium and are experiencing financial difficulties as a result of the emergency, you have more time to pay your bill. Please call us at 833-285-4030 to discuss options.

Mental health support

- Anthem's Employee Assistance Program (EAP) offers mental health support and resources to help with legal and financial concerns, dependent-care needs, and other life challenges. Call the 24/7 EAP crisis line at 877-208-8240.
- Our Anthem website also offers resources for mental health support.
- Crisis support is available if you or someone you know is having suicidal thoughts or behavior, is experiencing emotional distress, or is behaving in a way that could harm others. Call **988** or go to [988lifeline.org](https://www.988lifeline.org) to reach the confidential Suicide & Crisis Lifeline. Help is available 24/7.

The timing and locations for these relaxed guidelines may change based on conditions. Please check back here for updates: insert link.

These changes are for impacted members who reside in Los Angeles and Ventura counties in California and who have Anthem group health plans through their employers, or Anthem individual and family plans. They do not apply to Medicaid, Medicare, Medicare Part D, Medicare Advantage, Federal Employee Health Benefit Plans, or fully insured trust funds. These plans have their own guidelines.

If you need additional support, please call us at 833-285-4030.