

Providers impacted by California wildfires

In response to the fires and evacuations in California, Anthem Blue Cross (Anthem) is revising the medical and pharmacy guidelines to help ensure our impacted members and participating providers have access to essential prescription medications and other health care-related services.

Between November 18, 2020, and December 18, 2020, we are making changes for members who live in Mono County who must temporarily leave their homes due to the wildfires.

Between September 6, 2020, and November 6, 2020, we are making changes for members who live in Fresno, Mariposa and San Diego Counties in California who must temporarily leave their homes due to the wildfires.

Between September 6, 2020, and December 6, 2020, we are making changes for members who live in Madera and San Bernardino Counties in California who must temporarily leave their homes due to the wildfires.

Between September 6, 2020, and December 10, 2020, we are making changes for members who live in Siskiyou County in California who must temporarily leave their homes due to the wildfires.

Between September 25, 2020, and November 25, 2020, we are making changes for members who live in Del Norte, Los Angeles and Mendocino Counties in California who must temporarily leave their homes due to the wildfires.

Between September 28, 2020, and October 28, 2020, we are making changes for members who live in Napa, Shasta and Sonoma Counties in California who must temporarily leave their homes due to the wildfires.

If an Anthem member needs health care right away:

- Members can receive emergency or urgent care from any doctor or hospital, even if they are not in their plan's network. We will pay the claims as if they are in Anthem's provider network.
- If a member's doctor's office or health care facility is closed because of the fires, extreme hot weather or they are unable to travel there, the member can easily contact us for support at **1-833-285-4030**. We will help them find another doctor.
- If the member is in a care management program, the member can call **1-833-285-4030**.

If an Anthem member needs a prescription refill:

- If the member's plan covers their prescription medications, the member can receive up to a 30-day emergency refill at any pharmacy now, even if it is not in their plan's network.
- If the member uses Anthem's mail-order pharmacy and their address changed, the member can call **1-833-285-4030** so we can make sure to send their medicine to the correct place.

If an Anthem member's medical equipment is lost or damaged:

- We can help members replace their equipment (also called durable medical equipment) by calling **1-833-285-4030**.

If an Anthem member needs a pre-approval or referral:

Anthem is allowing members and providers more time to request referrals and obtain preapprovals. There will not be any late fees.

If a provider needs to file a claim:

- Providers will have more time to file claims. If the provider needs more time, an extension can be requested.

If an Anthem member needs additional support:

- Anthem's Employee Assistance Program (EAP) offers support for stress and resources on the provider website to help with legal/financial concerns and dependent care needs. The member can call the EAP Crisis Line 24/7 at **1-877-208-8240** or go to <https://www.anthem.com/employer/eap/employee> and use the login: **EAP Can Help**.

If you have any questions or concerns regarding this notice, please contact your local Provider Relations office via email or phone:

- Los Angeles County:
 - Email: SouthProviderRelationsMedicaid@anthem.com
 - Phone: **1-866-465-2272**
- Central California Counties:
 - Email CentralProviderRelationsMedicaid@anthem.com
 - Phone: **1-877-811-3113**
- Northern California Counties:
 - Email NorthProviderRelationsMedicaid@anthem.com
 - Phone: **1-888-252-6331**