

From: [DMHC Licensing eFiling](#)
Subject: APL 18-014 (OPL) - States of Emergency Due To Wild Fires
Date: Wednesday, August 15, 2018 11:37:00 AM
Attachments: [APL 18-014 \(OPL\) - States of Emergency Due To Wild Fires.pdf](#)

Dear Health Plan Representative,

Please find the attached All Plan Letter in regards to the States of Emergency due to Wild Fires. This APL serves to reiterate the health plans' obligations with respect to enrollees displaced by all of the fires for which the Governor has issued an emergency proclamation.

Thank you.



Edmund G. Brown Jr., Governor
State of California
Health and Human Services Agency
DEPARTMENT OF MANAGED HEALTH CARE
980 9th St., Ste. 500, Sacramento, CA 95814
Telephone: 916-324-8176 | Fax: 916-255-5241
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ALL PLAN LETTER

DATE: August 15, 2018

TO: All Health Care Services Plans

FROM: Sarah Ream, Deputy Director
Office of Plan Licensing

SUBJECT: APL 18-014 (OPL) States of Emergency Due To Wild Fires

Since June 1, 2018, California Governor Edmund G. Brown Jr. has issued seven emergency proclamations due to the effects of fires burning in California as follows:

- June 25, 2018: The Pawnee Fire in Lake County
- July 5, 2018: The Klamathon Fire in Siskiyou County
- July 6, 2018: The West Fire in San Diego County
- July 7, 2018: The Holiday Fire in Santa Barbara County
- July 26, 2018: The Ferguson Fire in Mariposa County
- July 26, 2018: The Cranston and Carr Fires in Riverside and Shasta Counties
- July 28, 2018: The River, Ranch and Steele Fires in Lake, Mendocino and Napa Counties

On July 27, 2018, the Department of Managed Health Care (DMHC) issued an All Plan Letter (APL 18-012) in response to the Governor's July 26, 2018, emergency proclamation reminding health plans of their obligations to ensure that enrollees displaced by the fires continue to have appropriate access to medically necessary health care services.

This APL serves to reiterate the health plans' obligations with respect to enrollees displaced by all of the fires for which the Governor has issued an emergency proclamation.

Providing assistance may include, among other things:

- Relaxing time limits for prior authorization, pre-certification, or referrals.
- Suspending prescription refill limitations and permitting impacted enrollees to refill their prescriptions at out-of-network pharmacies.
- Allowing enrollees to replace medical equipment or supplies.
- Extending filing deadlines for claims.
- Allowing enrollees to access appropriate out-of-network providers if in-network providers are unavailable due to the disaster or if enrollees are out of the area due to displacement from the fires.
- Having toll-free telephone numbers that affected enrollees can call for answers to questions, including questions about the loss of health insurance ID cards, access to prescription refills, or how to access health care.

The DMHC expects health plans to continue to be flexible, as long as the need reasonably exists, with their enrollees affected by the fires.

Information to the DMHC

The DMHC is tracking how plans with potentially impacted enrollees are responding to these emergencies. **By no later than close of business on Tuesday, August 21, 2018**, please respond to this APL via email to Sarah.Ream@dmhc.ca.gov.

Please respond as follows:

- **No enrollment in the impacted counties:** If your health plan has no enrollees in any county for which the Governor has issued an emergency proclamation, state this in your responsive email. Apart from that statement, the plan is not required to provide further information at this time.
- **Enrollment in impacted counties and the plan previously responded to DMHC's APL 18-012:** If your health plan responded to the DMHC's APL concerning the Cranston and Carr Fires (APL 18-012) **and** your plans' response to those fires is the same as the plan's response to the other fires for which the Governor issued an emergency proclamation, submit a statement to that effect. Apart from that statement, the plan is not required to provide further information at this time.
- **Enrollment in impacted counties and the plan *did not* respond to DMHC's APL 18-012:** If your plan has enrollment in one or more of the impacted counties and the plan did not respond to APL 18-012, provide the following information:
 1. A summary of the actions the plan has taken or is in the process of taking to ensure the health care needs of impacted enrollees will

continue to be met. Include a description of how the plan is communicating with potentially impacted enrollees to ensure continued access to care.

2. Whether the plan has experienced or expects to experience any disruptions to the operations of the plan itself (e.g., evacuations of plan offices) due to the fires.

If you have any questions regarding this All Plan Letter, please contact the Office of Plan Licensing through your assigned counsel.