

From: [DMHC Licensing eFiling](#)
Subject: APL 18-019 (OPL) State of Emergency Due To Fires in Butte, Los Angeles and Ventura Counties
Date: Friday, November 9, 2018 1:20:19 PM
Attachments: [APL 18-019 \(OPL\) State of Emergency Due To Fires.pdf](#)

Dear Health Plan Representative,

Please find the attached All Plan Letter in regards to the State of Emergency Due To Fires in Butte, Los Angeles and Ventura Counties. This APL serves to reiterate the health plans' obligations with respect to enrollees displaced by all of the fires for which Acting Governor Gavin Newsom 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
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Sacramento, CA 95814
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www.HealthHelp.ca.gov

ALL PLAN LETTER

DATE: November 9, 2018

TO: All Health Care Services Plans Operating In Butte, Los Angeles and/or Ventura Counties

FROM: Sarah Ream, Deputy Director
Office of Plan Licensing

SUBJECT: APL 18-019 (OPL) State of Emergency Due To Fires in Butte, Los Angeles and Ventura Counties

On November 8, 2018, Acting California Governor Gavin Newsom declared a state of emergency in Butte, Los Angeles and Ventura Counties due to the effects of the Camp, Hill and Woolsey fires.

Assistance to Impacted Enrollees

Health care service plans must ensure their enrollees who have been displaced by the fires continue to have appropriate access to medically necessary health care services. This may require plans to, among other things:

- Relax time limits for prior authorization, pre-certification, or referrals.
- Suspend prescription refill limitations and permit impacted enrollees to refill their prescriptions at out-of-network pharmacies.
- Allow enrollees to replace medical equipment or supplies.
- Extend filing deadlines for claims.
- Allow 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.
- Have 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.

Protecting the Health Care Rights of More Than 26 Million Californians
Contact the DMHC Help Center at 1-888-466-2219 or www.HealthHelp.ca.gov

Information to the DMHC

The DMHC is tracking how plans with potentially impacted enrollees are responding to this emergency. **By no later than 5:00pm on Saturday, November 10, 2018**, please submit via email to Sarah.Ream@dmhc.ca.gov 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.

Assembly Bill 2941

As a reminder, Assembly Bill 2941 (2018) takes effect January 1, 2019. AB 2941 requires plans operating in a county impacted by a declared state of emergency to, among other things, file with the Department a notification describing whether the plan has experienced or expects to experience any disruption to its operations, how the plan is communicating with potentially impacted enrollees, and summarizing how the plan will ensure the health care needs of enrollees continue to be met. AB 2941 requires plans to file this information within 48 hours of the declaration of a state of emergency.

The Department will issue further guidance to plans in the coming months regarding how plans may comply with the requirements of AB 2941, including information regarding how plans can stay apprised of when California has declared a state of emergency.

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