

# PRESS RELEASE



California Association of  
**Health Plans**

**FOR IMMEDIATE RELEASE:**

January 15, 2025

**Contact:**

Mary Ellen Grant

[mgrant@calhealthplans.org](mailto:mgrant@calhealthplans.org)

## **Information and Resources for California Health Plan Members Impacted By Southern California Wildfires**

**Sacramento, CA** – California’s health plans are ready to provide emergency health care assistance to our members who have been impacted or displaced by the Los Angeles and Ventura County fires.

During this emergency [health plans will be:](#)

- Reaching out to potentially impacted enrollees to ensure health care needs are met
- Displaying on the health plan’s website information describing how impacted members can continue to access care, and how members and providers can contact the plan for more information.
- Providing a toll-free telephone number for impacted plan members and providers to call for answers to questions, including questions about the loss of health plan identification cards, access to prescription refills, and how to access health care services.
- Suspending prescription refill limitations and allowing impacted members to refill and obtain new prescriptions at out-of-network pharmacies at ordinary in-network cost-sharing during the State of Emergency.
- Allowing members to replace medical equipment or supplies.
- Allowing members to access care from appropriate out-of-network providers if in-network providers are unavailable due to the State of Emergency, or if the member is outside the area due to displacement.
- Ensuring efficient admission, transfer and discharge of plan members at hospitals (including non-contracted hospitals) that have been or may be impacted by the State of Emergency.

Health plan members who need help should contact their individual health plan for assistance.

Here are some other helpful resources for fire victims:

[CA.Gov – Resources for Californians Impacted by Los Angeles Fires](#)

[Department of Managed Health Care – Health Plan Assistance for Members Impacted by Natural Disasters](#)

[Cal OES Shelters Available for Communities Impacted by Wildfires in Southern California](#)

[California Department of Public Health Center for Preparedness and Response – Wildfires](#)

[FEMA: Help for Individuals and Families After a Disaster](#)

[Wildfires and Mental Health Hotline](#)

###

*CAHP is a statewide association representing 41 full-service health plans. Through legislative advocacy, education and collaboration with other member organizations, CAHP works to sustain a strong environment in which our member plans can provide access to products that offer choice and flexibility to the more than 25 million members they serve. For more information, please visit <http://www.calhealthplans.org/> or call (916) 552-2910*