

## **Health Net members affected by Holy Fire in California receiving assistance from Health Net**

Health Net members who have lost their homes, or who have evacuated, due to the Holy Fire in Riverside and Orange counties, are receiving support from the company. Health Net is helping these residents access prescription medications, critical Health Net information and other healthcare services to help them cope with grief, loss, stress or trauma. California Governor Jerry Brown declared a state of emergency in these counties on Aug. 9, 2018.

### **Prescription information**

Health Net will approve any essential prescription medications (with current copayments and deductibles) for any Health Net member in Riverside or Orange counties whose medicine was lost in the fire or left behind during an evacuation. To obtain an emergency supply, affected members need to return to the pharmacy where the original prescription was filled. If the pharmacy is not open due to the state of emergency, or for questions or assistance, affected Health Net members may call 1-800-400-8987.

### **Coping assistance**

Health Net members who have lost their homes or have been evacuated due to the current wildfires may contact MHN, Health Net's behavioral health subsidiary, for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss or other trauma resulting from the fires. For the duration of the fires and their immediate aftermath, affected Health Net members may contact MHN 24 hours a day, seven days a week at 1-800-227-1060.

### **Information for healthcare providers**

Health Net is taking steps to help ensure that healthcare providers in areas affected by the wildfires are able to continue providing for Health Net members' medical needs. Healthcare providers who contract with Health Net may call 1-800-641-7761 for guidance on prescription refill guidelines, length of time to obtain authorizations for treatment, or approval for out-of-network services in the event a contracting provider or facility becomes unavailable.

### **Other important information**

Depending on how the fire situations progress, Health Net may make additional changes to its policies as needed to help ensure members have access to necessary healthcare services.