**Benefit Updates in Response to Current Wildfires**

**KAISER**

* Northern CA & Southern CA  – [Help for California Members affected by the Wildfires](https://healthy.kaiserpermanente.org/health/care/consumer/center/!ut/p/a1/hY5bC4JAEIV_Sw8-yoxr66W3zTRUyqLosi-xiZSg61Jb0b9vM3qMBg7MzDkcPuCwAy7FvT4JXXdSNO-be4ckWxXjscOwoAXFdEanYebNCUY-bCEDfmq6Yx_en7VWIwstfChVdlJXUpdG1cVC4OKi67KpYEcnCSOUEtv1hxPbcWLPDmLq2CwxRkRCTPzob9tnk6I1hULK7ibLqjW_q2HiPTa66bLHni48xDTI1_kmzF1E8g38GIag2uDpNncVs8HgBVCWnpE!/dl5/d5/L2dBISEvZ0FBIS9nQSEh/)

Even though wildfires are currently burning in multiple parts of California, Kaiser’s Northern and Southern California facilities have not been impacted.  All California facilities are currently open and operating during normal business hours.

**ANTHEM**

*HMO Members*

**Between August 18, 2020 and September 17, 2020**, Anthem is making changes for California members who live in Sonoma, Napa, Monterey and Nevada counties impacted by wildfires.

*These changes also apply to members who live* ***anywhere in California*** *and must temporarily leave their home because of extreme hot weather.* Please click on link [Anthem CA Northern Wildfires Crisis Member Information](https://www.csusm.edu/corp/hr/hr/anthemcanorthernwildfirescrisismemberinformation.pdf) for more information on what Anthem is doing to support impacted members.

For impacted Anthem health plan members, Anthem is:

* Relaxing time limits for prior authorizations
* Facilitating early emergency prescription refills at any pharmacy (in or out-of-network)
* Allowing replacement of medical equipment or supplies
* Extending filing deadlines for claims

*HMO and PPO Members*

Anthem health plan members who have been impacted can access Anthem’s Employee Assistance Program (EAP) which provides support services to help with stressful situations and financial or legal concerns. These services will be offered at no cost and are available 24/7 at (877) 208-8240.  For additional information, please call Anthem at (833) 285-4030.

*PPO Members (Express Scripts RX)*

Express Scripts has a plan pre-established for public safety emergencies to assist members that might hit the “refill too soon” barrier preventing them from obtaining an adequate supply that will carry them through this wildfire crisis.  Pharmacies have access to override these barriers at all times.  Additional measures may be taken if the emergency continues.  Please click on link [Express Scripts Emergency Preparedness Planning](https://www.csusm.edu/corp/hr/hr/esiclientfactsheetforemergencyrefilltoosoonoverrides.pdf) for more information.

**GENERAL INFORMATION**

**To Get Help or Information in California**

* United Way – Dial 2-1-1 - <http://www.211.org/>
* American Red Cross – (916) 993-7070 - [https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/wildfire.html](http://www.redcross.org/local/gold-country)
* Office of Emergency Management: (916) 657-9494 - <http://www.caloes.ca.gov/home>
* CalFire: (916) 653-5123 - <https://www.fire.ca.gov/incidents/>

**Road Conditions**

* Dial 5-1-1 – The California Department of Transportation offers free 511 service for travel information and roadway conditions, including road and bridge closures, toll suspensions, and major evacuation routes

***California Department of Transportation***

* [Department of Transportation](http://www.dot.ca.gov/)
* [Division of Traffic Operations](http://www.dot.ca.gov/hq/traffops/)
* [Division of Rail and Mass Transportation Program](http://www.dot.ca.gov/hq/MassTrans/)

**Power Outages**

* PG&E – (800) 743-5002
* SCE – (800) 611-1911