



Aetna

[Crisis Resources for California members | Aetna](#)

Individuals

- **Immediate Prescription Refills:** Members in mandatory evacuation zones can receive immediate refills of their prescriptions, even if they are not yet due for a refill.
- **Emergency Care:** Members can seek emergency care anywhere, as needed.
- **Telehealth Services:** Members can talk with a doctor by phone or video.
- **Lost ID Cards:** Members can get a replacement ID card if lost or damaged.

Group Members

- **Telehealth Services:** Aetna is offering free telehealth services for group members affected by wildfires.
- **Emergency Care:** Members can seek emergency care anywhere, as needed.
- **Flexible Coverage:** Aetna is making changes to benefits, guidelines, and standard policies to meet local, state, or federal disaster executive orders.

Medicare Members

- **Waiving Cost-Sharing:** Aetna is waiving cost-sharing for Medicare Advantage members receiving wildfire-related care.
- **Emergency Care:** Members can seek emergency care anywhere, as needed.
- **Telehealth Services:** Members can talk with a doctor by phone or video.
- **Financial Assistance:** Members facing financial difficulties due to the disaster can explore payment options for their insurance premium

Blue Shield of California

[January 17, 2025: Blue Shield of California Offers Assistance to Members Affected by Southern California Fires | Blue Shield of California | News Center](#)

Individuals

- **Immediate Prescription Refills:** Members in mandatory evacuation zones can receive immediate refills of their prescriptions, even if they are not yet due for a refill.



- **Virtual Care:** Members can access virtual care through Teladoc, which connects them with a doctor by phone or video, available 24/7.
- **Mental Health Support:** Members with mental health benefits can access resources such as counseling through Blue Shield's mental health service administrator (MHSA).
- **Lost ID Cards:** Members can get a replacement ID card if lost or damaged.

Group Members

- **Immediate Prescription Refills:** Similar to individual members, group members can also receive immediate prescription refills.
- **Virtual Care:** Group members can access virtual care through Teladoc, which connects them with a doctor by phone or video, available 24/7.
- **Mental Health Support:** Group members with mental health benefits can access resources such as counseling through Blue Shield's mental health service administrator (MHSA).

Medicare Members

- **Immediate Prescription Refills:** Similar to other members, Medicare members can also receive immediate prescription refills.
- **Virtual Care:** Medicare members can access virtual care through Teladoc, which connects them with a doctor by phone or video, available 24/7.
- **Mental Health Support:** Medicare members with mental health benefits can access resources such as counseling through Blue Shield's mental health service administrator (MHSA).

Cigna

[Topic: Disaster Resource Center | Cigna Healthcare](#)

Individuals

- **Lifting Medical and Pharmacy Benefit Restrictions:** Cigna is lifting certain restrictions to help individuals access necessary medical and pharmacy services.
- **24/7 Clinical Support:** Cigna is offering 24/7 clinical support to help with anxiety, stress, or other issues.

Group Members



- **Lifting Medical and Pharmacy Benefit Restrictions:** Similar to individuals, group members can also benefit from lifted restrictions.
- **24/7 Clinical Support:** Group members can access 24/7 clinical support for anxiety, stress, or other issues.
- **Support for Workforces:** Cigna is extending support to client workforces and their family members, including access to mental health representatives.

Medicare Members

- **Lifting Medical and Pharmacy Benefit Restrictions:** Medicare members can also benefit from lifted restrictions.
- **24/7 Clinical Support:** Medicare members can access 24/7 clinical support for anxiety, stress, or other issues.
- **Medicare Disaster Policy:** Cigna ensures health plan benefit coverage during disasters, including lifting "refill-too-soon" edits on Part D drugs and providing coverage at non-contracted facilities.

Anthem

[Help for members impacted by wildfires in Southern California - Provider News](#)

Individuals

- **Emergency Care:** Members can receive emergency or urgent care from any doctor or hospital, even if they are not in their plan's network.
- **Prescription Refills:** Members can receive up to a 30-day emergency refill at any pharmacy, even if it's not in their plan's network.
- **Medical Equipment:** Members can get replacement equipment if lost or damaged.
- **Eyeglasses or Contact Lenses:** Members can get replacements if lost or damaged.
- **Preapprovals or Referrals:** Members have more time to request them, with no late fees.
- **Filing a Claim:** Members and their doctors have more time to file claims.
- **Health Plan Premiums:** Members experiencing financial difficulties due to the emergency have more time to pay their bill.
- **Mental Health Support:** Anthem's Employee Assistance Program (EAP) offers mental health support and resources.



Group Members

- **Emergency Care:** Similar to individual members, group members can receive emergency or urgent care from any doctor or hospital.
- **Prescription Refills:** Group members can receive up to a 30-day emergency refill at any pharmacy.
- **Medical Equipment:** Group members can get replacement equipment if lost or damaged.
- **Eyeglasses or Contact Lenses:** Group members can get replacements if lost or damaged.
- **Preapprovals or Referrals:** Group members have more time to request them, with no late fees.
- **Filing a Claim:** Group members and their doctors have more time to file claims.
- **Health Plan Premiums:** Group members experiencing financial difficulties due to the emergency have more time to pay their bill.
- **Mental Health Support:** Group members can access Anthem's Employee Assistance Program (EAP) for mental health support and resources.

Medicare Members

- **Emergency Care:** Medicare members can receive emergency or urgent care from any doctor or hospital.
- **Prescription Refills:** Medicare members can receive up to a 30-day emergency refill at any pharmacy.
- **Medical Equipment:** Medicare members can get replacement equipment if lost or damaged.
- **Eyeglasses or Contact Lenses:** Medicare members can get replacements if lost or damaged.
- **Preapprovals or Referrals:** Medicare members have more time to request them, with no late fees.
- **Filing a Claim:** Medicare members and their doctors have more time to file claims.
- **Health Plan Premiums:** Medicare members experiencing financial difficulties due to the emergency have more time to pay their bill.



- **Mental Health Support:** Medicare members can access Anthem’s Employee Assistance Program (EAP) for mental health support and resources.

Kaiser Permanente

[Southern California Fires | Kaiser Permanente](#)

Individuals

- **24/7 Care:** Access to timely, convenient care options, including 24/7 phone and video appointments, quick online e-visits, urgent care, and other appointments.
- **Prescriptions:** Members can refill prescriptions over the phone or at any open Kaiser Permanente pharmacy. If evacuated, they can fill prescriptions at any local retail pharmacy.
- **Mental Health Support:** Kaiser Permanente offers mental health and wellness support for those affected by the wildfires.
- **Medical Equipment:** Members can get replacement equipment if lost or damaged.
- **Eyeglasses or Contact Lenses:** Members can get replacements if lost or damaged.
- **Financial Assistance:** Members experiencing financial difficulties due to the emergency have more time to pay their bills.

Group Members

- **Support for Workforces:** Kaiser Permanente provides resources and guidance for employers to support their teams following a traumatic event.

Medicare Members

- **24/7 Care:** Similar to other members, Medicare members can access 24/7 care options.
- **Prescriptions:** Medicare members can refill prescriptions over the phone or at any open pharmacy.
- **Mental Health Support:** Medicare members can access mental health resources and support.

HealthNet

[California Wildfire Resources | Health Net](#)

Their website does not provide specific information or coverage details for the 2025 California Wildfire but offers a comprehensive list of resources



Reliance

[Home | Reliance Healthcare](#)

Their website does not provide specific information or coverage details for the 2025 California Wildfire but offers a comprehensive list of resources

SunLife

[Home - Sun Life Health](#)

Their website does not provide specific information or coverage details for the 2025 California Wildfire but offers a comprehensive list of resources

UnitedHealthcare (UHC)

- Individual: Immediate Prescription Refills: Members in mandatory evacuation zones can receive immediate refills of their prescriptions, even if they are not yet due for a refill. [Link] [California Wild Fire Member Support | UnitedHealthcare](#)
- Group: UHC is offering free telehealth services for group members affected by wildfires. [Link]([California Wild Fire Member Support | UnitedHealthcare](#)

Medicare: UHC is waiving cost-sharing for Medicare Advantage members receiving wildfire-related care. [[California Wild Fire Member Support | UnitedHealthcare](#)

Additional Resources

[California Wildfires | USAGov](#)

[Disaster Help Center](#)

[California Statewide Wildfire Recovery Resources](#)