

Wildfire Support Resources for Providers

Helping you care for members and communities during wildfire emergencies

Wildfire Response Overview

We are committed to supporting providers and members affected by wildfires. We implement temporary policy flexibilities during declared emergencies to ensure continued care access.

Emergency Policy Adjustments

Prior Authorization Waivers

Prior authorization requirements may be temporarily waived for impacted members during wildfire emergencies.

- Applies to **medical and pharmacy services**
- [1135 Waivers](#)
- [State Plan Flexibilities](#)

Telehealth Flexibility

Providers may deliver services via **telehealth or phone**, even if not previously authorized, following state and federal emergency orders.

Pharmacy Access & Overrides

Health Plans work with PBM partners to ensure the continuity of medications. Please contact the Health Plans directly for information and support:

- **Emergency refill overrides**
- **Network flexibility** if pharmacies are closed
- 90-day supply access where appropriate
- See the [DMHC Resource Guide](#) for Health Plan details

Durable Medical Equipment (DME) Replacement

Members who have lost equipment due to fire or evacuation are eligible for **expedited DME replacement** without standard documentation.

- CPAPs, oxygen tanks, mobility aids, etc.
- See [Auth Request Form](#) under provider resources, and select utilization management forms

Evacuation Updates & Impacted Areas

We track wildfire activity and evacuation zones in partnership with local authorities.

- [Check current evacuation zones](#)
- [Find local shelter and FEMA info](#)
- [Los Angeles Fire Updates](#)
- [Report Your Office Closure/Your Temporary Relocation](#)








Behavioral Health Resources

Providers may refer members to the Health Plan's emergency behavioral health support, including:

- Crisis counseling
- Virtual mental health visits
- Hotline referrals
- See Health Plan for details on mental health resources

Contact Provider Support

Need help coordinating care or navigating wildfire-related changes?

-  **Eligibility:** 866-423-0060, Option 1
 -  **Referrals and Authorizations:** 866-423-0060, Option 2
 -  **Claims Inquiry/Provider Dispute:** 866-423-0060, Option 3
 -  **Provider Credentialing:** 866-423-0060, Option 4
 -  **Provider Contracting:** 866-423-0060, Option 5
 -  **Compliance Hotline:** 866-423-0060, x1531
 -  **Email:** providerservices@medpointmanagement.com
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Claims Submission

We continue to accept claims as usual. If your operations are disrupted due to wildfire-related impacts, please follow the guidance below.

Electronic Claims

- Submit via Office Ally using the [Payor ID List](#) under provider resources, and select billing information

Paper Claims

Mail to: See [Billing Address List](#) under provider resources, and select billing information

 **Note:** Timely filing deadlines may be temporarily extended for providers in impacted areas.

- [View Claims Timely Filing Rules](#)

Stay Updated

We continuously monitor wildfire conditions and update policies as needed.
Bookmark this page and sign up for alerts:

 [Subscribe to provider alerts](#)
