

SDRMA Carrier Wildfire Resources

SDRMA and carrier partners are here to assist you with any questions/needs your employees may have during this difficult time, please email healthbenefits@sdrma.org or call us at 800.537.7790. Below is a list of carrier partners that have provided additional resources:

- **Blue Shield of California**
- **Anthem Blue Cross**
- **Express Scripts**
- **Delta Dental**
- **VSP**
- **Concern EAP (Employee Assistance Program)**
- **Voya**

Blue Shield of California

Medication: Blue Shield is allowing the immediate refill of prescriptions for members in mandatory evacuation zones – even if the prescriptions are not due to be refilled. Blue Shield is the prescription carrier for SDRMA HDHP plans.

Virtual Care/Telehealth: Members can access various telehealth services, including Teladoc and NurseHelp 24/7SM. Members can visit blueshieldca.com to review the virtual care options available to them.

Behavioral Health: Blue Shield's behavioral health service administrator (MHSA) for HMO plan participants can be reached at **800.327.7451**, 24 hours a day, seven days a week. Non-HMO plan participants can call the phone number on the back of their ID card. **Medicare** participants can call **800.985.2398**.

Care Management: If a participant is enrolled in a care and disease management program and needs to evacuate, they can contact their case manager or call the number on their Blue Shield member ID card to ensure their care isn't interrupted.

Displacement: If a participant has been displaced, they may see an appropriate out-of-network provider at in-network benefit levels. They may also replace medical equipment and supplies if needed.

Member identification (ID) card replacement: If a participant has lost their member identification (ID) card, they can view and print your card from our website by logging in to your online account at www.blueshieldca.com/login. Alternatively, they can use the **Blue Shield of California mobile app** to access your ID card on your mobile device.

Stay Informed For disaster status updates in California, please visit **Cal Fire** or **Cal OES**.

Anthem Blue Cross

Anthem customer service representatives are available to help with finding available doctors, refilling prescriptions (SDRMA HMO and HDHP plans), and other health plan questions.

For assistance during this emergency, participants can call 833.285.4030 Monday-Friday, 8:00 a.m.-6:00 p.m. Pacific.

Receiving Care During the Emergency: Participants can receive care from any doctor or hospital, even if they are not in the plan's network. Anthem will cover the claim as if the provider were in network.

- If a doctor's office or healthcare facility is closed or if participants are unable to travel to their regular healthcare facility because of the emergency, contact the number above for assistance.
- If a participant is in a care management program and needs to reach their care provider, call the number above.

Prescription Drug Refills: For Anthem plans using Anthem as the prescription provider (SDRMA HMO and HDHP plans), participants can receive up to a 30-day emergency refill at any pharmacy now, even if the pharmacy is out-of-network.

- For participants that use Anthem's home delivery pharmacy, and a refill is needed, call the number above and representatives can make sure medicines are sent to the right place.

Preapprovals or Referrals: More time is being allotted to request approvals. Anthem will not apply any late fees or penalties. Participants that need an extension can contact the number above.

Filing a Claim: More time is being allotted to file a claim. Participants and/or providers that need an extension can contact the number above.

More information and resources from Anthem [available here](#).

Express Scripts

(Prescription Carrier for Blue Shield PPO, EPO, and HMO plans. Anthem Blue Cross PPO and EPO plans)

- In-Network pharmacies through Express Scripts are located nationwide. Express Scripts has contracted with most major pharmacy providers like CVS, Walgreens, and Rite Aid. If you're unable to visit your local pharmacy visit the Express Scripts website <https://www.express-scripts.com/> or mobile App to locate a pharmacy near you.
- Mail Orders through Express Scripts can be placed on "ship hold" during an emergency if the primary shipping supplier notifies Express Scripts that delivery isn't possible.
- If a participant's medication is in a "ship hold" status as the result of an emergency and the participant is out of medication and has placed an order, and Express Scripts system indicates it has shipped, Express Scripts can process up to a seven-day supply of medication through a retail pharmacy at no cost to the participant.
- Express Scripts replaces lost or damaged home delivery prescriptions. Participants are not charged a copay or shipping costs for the replacement prescription upon confirmation by Express Scripts that the order was lost or damaged.
- Express Scripts home delivery pharmacy orders can be shipped to a temporary alternate address.

More information from Express Scripts is [available here](#).

Delta Dental

- Participants with special situations, or with extenuating circumstances resulting from the wildfires, may call their Delta Dental customer service center for assistance: 888.335.8227.
- Participants can also contact customer service if there is no dentist in their area due to this emergency. The online customer service form can be found on the Delta Dental website: <https://www.deltadentalins.com>.
- Delta is working to maintain the timely payment of claims and offer assistance in obtaining dental records if needed.
- Delta is also ensuring participants do not owe unreasonable costs at an out-of-network dentist.

VSP

If you are impacted by a natural disaster or state of emergency and need to access vision care, **find a doctor near you**. If you cannot visit a VSP in-network doctor in your area due to practices being closed and impacted by a natural disaster, please contact Member Services.

Member Services

800.877.7195 (TTY: 711)

Monday – Saturday 6:00 a.m. to 5:00 p.m.*, Pacific Time

More information and resources from VSP is **available here** and **here**.

Concern EAP (Employee Assistance Program)

If your employees enrolled in the Concern EAP are feeling anxious or having difficulty managing intense feelings, we encourage them to call Concern at **800.344.4222** or go to Concern's website at **employees.concernhealth.com** to request counseling with a licensed professional.

VOYA

Participants enrolled in VOYA Basic Life and AD&D through SDRMA can utilize ComPsych® GuidanceResources® which offers someone to talk to and resources to consult whenever and wherever plan participants need them.

Visit **GuidanceResources.com** or download the GuidanceNow app or call 877.533.2363

To Register, use web ID MY5848i

- Use the first 5 characters of the employer (ie: City_ use space bar as appropriate) then select the applicable employer name from the drop down.
- The site will then direct the participant to create a User Name and Password for a personalized and confidential experience.

Log on to connect directly with a Guidance Consultant to receive a consultation on helpful tools and resources.