

SDRMA Resources and Assistance for Employees Affected by California Fires in Pacific Palisades, Sylmar, and Altadena.

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**
- **Kaiser**
- **Express Scripts**
- **Teladoc Health**
- **Delta Dental**
- **VSP**
- **Concern EAP (Employee Assistance Program)**
- **Voya**

Blue Shield of California

- 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.
- Blue Shield's mental health service administrator is providing free access to resources, materials, and counseling services through its dedicated hotline: 800.327.7451.
- 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.
- If a participant has lost their member identification (ID) card, they can view/print their card by logging in to their online account at www.blueshieldca.com/login. Alternatively, they can use the **Blue Shield of California mobile app** to access their ID card on their mobile device.

More information from Blue Shield is [available here](#).

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 time.

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.

Lastly, Anthem is also offering free access to their LiveHealth Online virtual care resources for anyone living in the impacted area. The free visit offer will be available through the end of the State of Emergency.

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

Kaiser

The following facilities are closed due to the State of Emergency:

- Santa Monica
- Thousand Oaks Hillcrest Medical
- Sylmar Medical Offices
- Pasadena Medical Offices
- Pasadena Vision Essentials
- Thousand Oaks Hillcrest Drive Medical Offices
- Addiction Medicine at West Covina Behavioral Health Office
- Camarillo Medical Offices
- Target Clinic Burbank
- Target Clinic Eagle Rock
- Target Clinic Santa Clarita

Video visits and telephone appointments are available for primary care needs. If you have questions about scheduled appointments, you can contact Kaiser's Appointment and Advice Call Center at 833.574.2273. In addition, Kaiser mental health clinicians are available to assist participants.

For more information and resources from Kaiser are [available here](#).

Express Scripts

Prescription Carrier - Blue Shield PPO, EPO, HMO plans and Anthem Blue Cross PPO, 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: 1.) a participant's medication is in a "ship hold" status as the result of an emergency, 2.) the participant is out of medication and has placed an order, **and** 3.) 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](#).

Teladoc Health

Teladoc Health is providing a free telehealth visit for those in a State of Emergency area. It doesn't matter what plans you are enrolled in through SDRMA.

More information from Teladoc Health 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](#). VSP is collaborating with network doctors, business partners, and relief organizations like the American Red Cross to assess the situation and provide necessary eye care for those affected. For VSP-enrolled employees impacted by the recent disaster, no-cost eye care and eyewear replacements are available. If you are not able to visit a VSP in-network doctor in your area due to practices being closed and impacted by a natural disaster, please contact VSP Member Services for assistance. VSP is committed to supporting those impacted by the Southern California fires.

VSP 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 are [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.

Concern has provided local resources and emergency links for those affected by the Wildfires as well as the following:

- What to expect if you evacuate to a public shelter
- What you may experience after a traumatic event
- Self-help Coping Tools
- What to Do for Your Children

If your employees enrolled in Concern EAP are looking for *steps to take after a wildfire occurs*, Concern financial coaches can assist you with:

- Finding Resources to Meet Basic Needs
- Replacing Lost Income
- Mortgage/Rent Concerns
- Insurance Matters

Concern has also provided Federal Ongoing General Support and Federal Aid resources.

More information from Concern is [available here](#) and [here](#).

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 Username and Password for a personalized and confidential experience.

For contact information/resources through ComPsych® GuidanceResources® please refer to the flyer located in MemberPlus on the Health Benefits landing page>*Health Benefits Documents>Carrier Flyers>VOYA Flyers>ComPsych*. In addition, VOYA/ ComPsych® GuidanceResources® has provided a writeup of where the fires in Southern CA stand as of January 9, 2025, and additional resources for road closures, power outages, airport closures, etc.

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