Help for Members Impacted by Earthquakes in California

July 08, 2019

We're taking steps to help our members and emergency personnel impacted by earthquakes in California.

If you live in Kern or San Bernardino County, here's what you should know:

- Time limits for prior authorization, pre-certification or referral requirements will be relaxed — there will be no late penalties. Please call us for an extension if you need it.
- You and your providers are being given more time to file claims, if needed. Please call us for an extension if you need it.
- You can get emergency or urgent care services by dentists, even if they're not in your plan network — and claims will be paid as if they're in your network.

Relaxed guidelines are in effect from **July 4 through August 8, 2019, for impacted members in the California counties listed above.**

If you need additional support, call us toll-free at (866) 926-8078.

We hope you and your loved ones stay safe.