

PROVIDER *Update*

The Wellcare logo consists of the word "wellcare" in a lowercase, sans-serif font, positioned inside a white circle.

NEWS & ANNOUNCEMENTS

SEPTEMBER 12, 2022

UPDATE 22-796

2 PAGES

State of Emergency Due to Fairview Fire in Riverside County

Support for Wellcare members impacted by fire

On Thursday, September 8, 2022, Governor Gavin Newsom declared a state of emergency in Riverside County due to the Fairview Fire. Wellcare is providing assistance to members in Riverside County affected by the wildfire.

We want to help ensure that members who have been impacted, because they or their usual health care providers have been temporarily displaced, have continued access to health care services and prescriptions during the state of emergency.

Here is what you need to know.

Prior authorization, precertification and referrals

We are taking steps to ensure that participating providers in areas affected by the wildfire are able to continue providing care for members' medical needs.

Participating providers can call 866-999-3945 for guidance on:

- Easing of time limitations for prior authorizations, precertification and referrals for treatment.
- Approval for out-of-network services in the event a contracting provider or facility becomes unavailable.
- Authorization for the replacement of medical equipment or supplies.

Filing claims

The deadline to file claims for providers impacted by the wildfire will be extended. Providers can call 866-999-3945 for additional guidance on claims extension time frames.

Prescription information

We will approve any essential prescription medications (with current copayments and deductibles) for any member in Riverside County whose medication was lost in a fire or remained behind during an evacuation. Providers should inform their Wellcare patients that to obtain an emergency supply, affected members can return to the pharmacy where the original prescription was filled. If the pharmacy is not open due to the state of emergency, affected members can contact Pharmacy Services at 866-999-3945 for questions or assistance.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

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Wellcare Health Plans, Inc. | P.O. Box 31370 | Tampa, FL 33631-3372

Coping assistance

Members who lost their homes or have been evacuated due to this wildfire may contact Wellcare at 866-999-3945 (TTY: 711), Monday – Sunday, 8 a.m. to 8 p.m. for referrals to mental health counselors, local resources or telephonic consultations to help them cope with stress, grief, loss, or other trauma resulting from the Fairview Fire.

Additional information

Depending on how the wildfire progresses, Wellcare may make additional changes to its policies as needed to ensure members have access to necessary health care services.

If you have questions regarding the information contained in this update, contact 866-999-3945.