



FOR IMMEDIATE RELEASE
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Anthem Blue Cross Supporting People Affected by Wildfires in Butte, Los Angeles and Ventura Counties

THOUSAND OAKS – Anthem Blue Cross (Anthem) is taking action to help people affected by the wildfires in Butte, Los Angeles and Ventura counties by revising medical and pharmacy guidelines that will help ensure members can access needed care and prescription medications. Anthem Blue Cross is also providing resources to access medical treatment or support via Anthem’s Employee Assistance Program (EAP) and Anthem’s LiveHealth Online telehealth service.

For impacted members, Anthem is:

- Relaxing time limits for prior authorization, pre-certification and referral requirements.
- Suspending early refill limits for prescriptions.
- Allowing replacement of medical equipment or supplies.
- Extending filing deadlines for claims.

These medical and pharmacy guidelines are effective from November 9, 2018 until December 9, 2018, unless further extended.

These relaxed benefits do not apply to Federal Employees Health Benefits Program, Medicare Advantage, Medicare Supplement, Medicare Part D members, as those programs have specific guidelines.

Additionally, Anthem’s EAP provides resources that are available to all residents of Butte, Los Angeles and Ventura counties that have been impacted by the wild fires. Support services are available to help with emotionally stressful situations as well as with financial and legal concerns. Anthem’s EAP tools will be offered at no cost and will be available 24/7 through the EAP crisis line by visiting anthemeap.com and using the login code “cawildfires.”

Consumers who need medical care can also access LiveHealth Online, Anthem’s 24/7 telehealth service, via the LiveHealth Online app and website at livehealthonline.com. LiveHealth Online offers video visits with U.S.-based board certified doctors on a mobile device or computer from anywhere for non-emergency health conditions. Anyone in California who downloads the mobile app or visits livehealthonline.com and registers will be able to visit with a doctor for free

by selecting the “Help for Wildfires Medical” practice. The free visit offer will be available through November 18, 2018.

The Anthem Foundation has also partnered with the American Red Cross as a \$1 million-level member of the Annual Disaster Giving Program, as well as providing grants to organizations such as AmeriCares, Direct Relief and Portlight Strategies, Inc. to support impacted residents. The Anthem Foundation will donate \$25,000 to the United Way of Northern California to support the NorCal Fire Relief Fund and \$25,000 to the United Way of Ventura County to support 2-1-1 services.

For additional questions, members should call the phone number on the back of their membership card as associates are standing by to help.

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About Anthem Blue Cross

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