

Resources and support from UC benefit plans for those impacted by the Southern California Wildfires

Medical plans

Kaiser Permanente

- Visit [Kaiser updates on SoCal wildfires](#) for closed facilities and most updated resources. Members will be contacted if their appointments are affected by closures.
- Kaiser Senior Advantage: Members who are impacted and unable to access their Kaiser providers may access covered services from out-of-network providers at in-network cost share until there is no longer a disruption of access to health care. Members need to contact the Kaiser appointment call center to coordinate for these appointments and may need to submit invoices for reimbursement. Contact Medicare Member Service Contact Center at 1-800-443-0815 and identify yourself as affected by the wildfires.
- Commercial Member Services Contact Center: 1-800-464-4000
- Advice Call Center: 1-833-574-2273
- Southern California Mail Order Pharmacy: 1-866-206-2983

Optum Behavioral Health

Optum Public Crisis line will be open for 2 calendar weeks, starting on January 8 to support anyone impacted. Individuals can call 1-866-447-3573, Monday through Friday, 8 a.m. to 6 p.m. PT, or visit yousupported.com for resources.

Health Net for UC Blue and Gold

- Visit [Health Net - Special Assistance](#)
- Teladoc natural disaster hotline – 1-855-225-5032, 24/7, communication will be emailed to members
- Prescription – 1-800-400-8987
- Crisis support – 1-800-675-6110, 24/7
- Number for Healthcare providers to call – 1-800-641-7761

Anthem, Accolade and Navitus

See attached for complete resources

For UC Care, CORE, Health Savings plan members:

- Accolade Care Advocates – 1-866-406-1182, member.accolade.com or Accolade Care app
- Navitus for prescription replacement – 1-833-837-4308, 24/7
- SpecialtyRX – Lumicera patient care – 1-855-846-3553

For UC Medicare PPO plan members:

- Anthem member disaster hotline – 1-833-285-4030, Monday through Friday, 8 a.m. to 6 p.m. PT or visit <https://www.anthem.com/ca/blog/cawildfire>
- Mental health support – 1-877-208-8240, 24/7
- Navitus MedicareRX for prescription replacement – 1-833-837-4309 or visit <https://benefitplans.navitus.com/university-of-california>

UnitedHealthcare for UC Medicare Choice members

See attached for information on care access, prescription refills, additional assistance, free helpline, etc.

- Customer Care – 1-866-633-2446, 8 a.m. to 8 p.m., PT, Monday through Friday or visit retiree.uhc.com
- Free Public Help Line for emotional support – 1-866-447-3573, 8 a.m. to 6 p.m. PT, Monday through Friday, for two weeks, starting January 8, 2025, through Optum Behavioral Health for anyone needing support

Non-Medical Plans

ARAG - Legal Insurance

For questions about property insurance coverages, members can contact Immediate Advice Attorneys through UC's dedicated Customer Care line at (800) 828-1395.

Available to all employees: ARAG's disaster recovery:

- [Help During a Natural Disaster](#)
- [Six Legal Tips After A Disaster](#)

Delta Dental – Dental Plans

- Delta Dental PPO (800) 777-5854
- Delta Care USA (800) 422-4234

Experian - Identity Theft Protection Coverage

Experian's member services team (855-797-0052) is available to help 24/7 to help with document replacements needed from fire loss.

We can help with:

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| • Personal/Business Credit Card | • Passport | • Health Insurance Card |
| • Debit Card | • Driver's License | • Auto Insurance Card |
| • Corporate Credit Card | • California Medical Marijuana ID | • Social Security Card |
| • Credit Union Card | • Military ID | • Specialized License/Permit |
| • Local Bank Card | • Traveler's Checks | • US Visa/Residency Card |
| • Retail Store Card | • Medicare/Medicaid | |
| • Flex Pay Card | • Life Insurance Card | |

Lincoln Financial - Disability Insurance

- Exercising leniency in time-period extensions: This allowance applies to notice of loss, proof of loss, medical record due dates, repayments due to overpayment, and appeal deadlines.
- Accepting verbal address change requests: We're pausing our best practice of requesting address changes in writing, provided claimants verbally confirm information to establish identity.
- Offering direct deposit for short-term disability claims: Typically, this option is only for long-term disability claims.
- Waiving the waiting period for lost check replacements: This change ensures we can reissue benefits quickly.

- Compsych Wildfire Resources at www.GuidanceResources.com (please login with the temporary username and password below; you'll then be prompted to create your own login information):
 - Username: LFGsupport
 - Password: LFGsupport1

Prudential – Life Insurance, Accident, Critical Illness and Hospital Indemnity

- Exercising leniency in time-period extensions
- Accident, Critical Illness and Hospital Indemnity: 855-483-1438.
- Life Plans: (855) 982-7284. For reference, UC's policy number is 97000.

VSP – Vision Plan

Any VSP member who has lost or broken their eyewear due to the SoCal fires can call our Member Services Support Line at 800.877.7195 to have their VSP benefits reinstated regardless of eligibility.

Individuals without VSP coverage can contact their local American Red Cross chapter or shelter or call 800. RED-CROSS (800.733.2767) to ask about support for replacement eyewear, which may include VSP Eyes of Hope gift certificates or an alternative solution.

Website resources, available 24/7: <https://www.vsp.com/natural-disaster-resources>

California Casualty – Auto and Home Insurance

If you have an auto, homeowner, or renter policy with California Casualty and have been forced to evacuate your home, suffered smoke damage or have suffered other fire-related damage, call them toll-free at 1-800-800-9410, option 4 for assistance.

You may also report a claim through your [online](#) Account Management Portal. Sign in or create an account to submit your claim online.