

UC Care, CORE and UC HSP Plan members:

Accolade

As we navigate the challenges of the California Wildfires, we want you to know your Accolade Care Team is here for you and your family. Our Care Advocates and nurses can help you find healthcare and connect you to helpful benefits and resources during this difficult time.

Call our UC Dedicated Care Advocates at 866-406-1182. You can also log into either the member.accolade.com or the Accolade Care app to send a secure message.

Here's how we can help:

- 24/7 nurse support to discuss symptoms and care needs
- Find in-network doctors or specialists
- Understand insurance coverage
- Mental health resources
- Support for logistical needs

Navitus

- Get replacement **prescription refills**
 - You can also reach Navitus Pharmacy Benefits directly by calling 833-837-4308, available 24 hours a day
 - For self-serve without logging in, use the Navitus pre-enrollment site at <https://benefitplans.navitus.com/university-of-california> to locate in-network pharmacies near you.
 - In the event of an emergency situation where a member is in need of a refill medication sooner than their standard time period, pharmacies may enter the SCC 13 at the point of sale for the prescription to override Fill Too Soon. SCC 13 indicates "an override is needed based on an emergency/disaster situation recognized by the payer".
 - SCC13 cannot be used for:
 - C-II medications (controlled substances)
 - Specialty Products
 - Mail Order fills
 - Retail Maintenance > 35 day supply
 - Request a lift of the refill-to-soon or other edits on behalf of your members.
 - **SpecialtyRx** assistance can be provided by calling Lumicera patient care specialist at 855-846-3553 or visit www.LUMICERA.com if you would like to know more about SpecialtyRx

UC Medicare Supplement PPO Plan Members:

Anthem

For assistance during this emergency, please call Anthem at 833-285-4030 (Anthem Member Disaster Hotline) or visit their wildfire website at: <https://www.anthem.com/ca/blog/cawildfire>

We are here to help make sure you have access to the healthcare you need. We can help with finding available doctors and other health plan questions. We're available by phone at 833-285-4030, Monday through Friday, 8 a.m. to 6 p.m. PT.

Here's how we can help:

- Receiving care during the emergency
 - You can receive care from any doctor or hospital, even if they are not in your plan's network. We will cover the claims as if they are in your plan's network.
 - If your doctor's office or healthcare facility is closed because of the emergency, or if you are unable to travel there. We can help you find another doctor.
 - If you're in a care management program and need to reach them.
- Medical equipment that is lost or damaged
 - We can help you replace your equipment (also called durable medical equipment or DME).
- Eyeglasses or contact lenses that are lost or damaged
 - We can help you replace your eyeglasses or contact lenses.
- Preapprovals or referrals
 - You have more time to request them. There won't be any late fees. Call 833-285-4030 if you need an extension.
- Filing a claim
 - You and your doctors have more time to file claims. Call us at 833-285-4030 if you need an extension.
- Mental health support
 - Anthem's Employee Assistance Program (EAP) offers mental health support and resources to help with legal and financial concerns, dependent-care needs, and other life challenges. Call the 24/7 EAP crisis line at 877-208-8240.
 - Our Anthem website also offers resources for [mental health support](#).
 - Crisis support is available if you or someone you know is having suicidal thoughts or behavior, is experiencing emotional distress, or is behaving in a way that could harm others. Call 988 or go to 988lifeline.org to reach the confidential Suicide & Crisis Lifeline. Help is available 24/7.

- Livehealth Online
 - Anthem is also offering free access to its online health option, [LiveHealth Online](#) to anyone living in the impacted area. [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. The free visit offer will be available through the end of the state of emergency.

Navitus - MedicareRX

- Get replacement **prescription refills through Navitus MedicareRx (PDP)**
 - Calling Navitus MedicareRx at 833-837-4309, available 24 hours a day
 - For self-serve without logging in, use the Navitus pre-enrollment site at <https://benefitplans.navitus.com/university-of-california> to locate in-network pharmacies near you.
 - Emergency Refills – For refills sooner than their standard time period, pharmacies may enter the SCC 13 at the point of sale for the prescription to override Fill Too Soon. SCC 13 indicates “an override is needed based on an emergency/disaster situation recognized by the payer”.
 - SCC13 cannot be used for:
 - C-II medications (controlled substances)
 - Specialty Products
 - Mail Order fills
 - Retail Maintenance > 35 day supply
 - Request a lift of the refill-to-soon or other edits on behalf of your members.