



Disaster Resources for Los Angeles Fires

Disaster Resources for Healthcare

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This document was developed by members of the National Association of Benefit and Insurance Professionals (NABIP) Mental Health Working Group for use by agents in assisting their individual and group clients impacted by the fires in Los Angeles. Details under carriers are accurate as of publication. Agents should monitor the carrier websites for updates.

Mental Health Resources

National Helpline

1-800-662-HELP (4357) – Free, confidential treatment referral and information.

SAMHSA Disaster Distress Helpline

Substance Abuse and Mental Health Services Administration (SAMHSA). Call or text 1-800-985-5990– For immediate crisis counseling 24/7.

Crisis Text Line

Text LA to 741741 – providing free 24/7 support.

Suicide Prevention Lifeline

988 – For those in distress or in need of emotional support.

National Alliance on Mental Illness (NAMI)

NAMI has many free resources including [Navigating a Mental Health Crisis | NAMI](#)

CalHOPE

[CalHOPE Warmline](#) at [833-317-4673](#)

California Department of Managed Health Care

[Timely Access to Care Fact Sheet](#) for seeking behavioral health care.

California Department of Mental Health

Helpline: [800-854-7771](#)

L.A. County

[Mental Health and Stress After An Emergency](#) Department of Public Health document

MD Live

Several carriers use MD Live for mental health services. Check with your medical carrier to confirm if you are an MD Live member.

To help members in impacted areas, MD Live is providing free urgent care and mental health visits. To redeem an eligible visit, click “Add coupon” under payment details and enter the corresponding code. Enter “CAWildfiresUC” for urgent care visits. Enter “CAWildfiresBH” for therapy sessions. [See a doctor now](#), [Schedule an appointment](#)

Spring Health

Offering \$500,000 in free mental health care and resources through their **Wildfire Mental Health Support Program**. This program provides **free therapy sessions and resources** for:

- Displaced residents and families
- First responders supporting the LA wildfires
- Vulnerable individuals, including children, the elderly, and those with pre-existing conditions

Share these free mental health resources with your clients, even non-Spring Health clients, and use them to support your own team and their families. Access the [resources here](#).

Send them to our [application page](#) to access support.

Carrier resources

Aetna [Disaster resources for California members page](#).

Anthem Blue Cross For current information go [here](#) or call 833-285-4030.

Receiving care during the emergency

- You can receive care from any doctor or hospital, even if they are not in your plan's network. Anthem Blue Cross 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, call us at 833-285-4030. Anthem Blue Cross can help you find another doctor.
- If you're in a care management program and need to reach them, call 833-285-4030.
- If you're having a medical emergency, go to the nearest emergency room.

Prescription drug refills

- If your Anthem plan covers your prescription medicines, you can receive up to a 30-day emergency refill at any pharmacy now, even if it's not in your plan's network.
- If you use Anthem's home delivery pharmacy and your address changed, call us at 833-285-4030 so we can make sure to send your medicine to the right place.

Blue Shield For current information go [here](#). For more information or help, please call Customer Service at the number on your Blue Shield ID card.

- Commercial members: (800) 393-6130 (TTY: 711).
- Medicare members: (800) 776-4466 (TTY: 711), 8 a.m. to 8 p.m., seven days a week.
- Medicare Advantage Dual Special Needs Plans (DSNP): (800) 452-4413 (TTY: 711), 8 a.m. to 8 p.m., seven days a week.

Care

If you have been displaced, you may seek care through an out-of-network provider at in-network benefit levels. You may also replace medical equipment and supplies if needed.

Prescription drug refills

- If you have pharmacy benefits with Blue Shield of California, in case of mandatory evacuation, Blue Shield of CA allows the immediate refill of prescription medications for members with prescription drug benefits – even if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call Blue Shield of CA at the number on your Blue Shield member ID card for more information.
- For Medicare members: In case of mandatory evacuation, Blue Shield of CA allows the immediate refill of prescription medications for members with prescription drug benefits – even

if the medication isn't due for a refill. Contact your pharmacy (or the retail pharmacy chain) or call Blue Shield of CA at the number on your Blue Shield member ID card for more information.

Cigna Disaster resource center [webpage](#). Call 800-244-6224 or the number on your ID card.

Mental Health

Cigna Healthcare is offering both Cigna Healthcare and non-Cigna Healthcare customers 24/7 clinical support to help with anxiety, stress, or other issues.

- Cigna Healthcare customers: [1 \(800\) 244-6224](#) or the number on your ID card
- Non-customers: [1 \(866\) 912-1687](#)

HealthNet / Ambetter Benefits during a disaster [webpage](#).

- Emergency prescription supplies information: [1-800-400-8987](#)
- Mental health hotline via Health Net: [1-800-227-1060](#) available 24/7
- Information for healthcare providers: [1-800-641-7761](#)

Kaiser - Southern California Wildfire resources [here](#).

Prescriptions

For general pharmacy information or to refill a prescription over the phone, please call 1-866-879-3408, Monday through Friday, 8 a.m. to 6 p.m. Pacific time. If you need an urgent prescription or refill, you can go to any open Kaiser Permanente pharmacy. To search for a pharmacy near you, visit our [Facility Directory](#).

Kaiser Permanente is waiving costs for prescription delivery. To get nonurgent medications mailed to your permanent or temporary address, order your prescriptions online at our [refill page](#) or call our Southern California Mail Order Pharmacy at 1-866-206-2983. Please note, it may take 3 to 5 days to deliver your prescriptions via mail.

If you've been evacuated and are not near a Kaiser Permanente pharmacy, you can fill your prescription at any local retail pharmacy near you. To have your prescription transferred, give the outside pharmacy your Kaiser Permanente member ID card or Medical Record Number. Also give them the number to our call center: 1-866-385-2644 where they can complete the transfer. The call center is open Monday through Friday, 8 a.m. to 6 p.m. Pacific time.

Care

[Access timely, convenient care options](#) that work best for you – from 24/7 phone or video appointments, quick online E-visits, or urgent care and other appointments.

For primary care, you can still access phone and video visits on [kp.org](#) or the Kaiser Permanente app.

If you have questions about scheduled appointments, call 1-833-574-2273 (TTY 711). You can get emergency care or urgent care at a non-Kaiser Permanente facility. If you believe you have an emergency medical condition, call 911 or go to the nearest emergency department. You can request reimbursement for services provided outside of Kaiser Permanente on [kp.org](#).

Mental Health

Our mental health clinicians are [available to assist you](#).

L.A. Care Service updates [webpage](#).

- L.A. Care Covered™ [1-855-270-2327](tel:1-855-270-2327)
- PASC-SEIU Plan [1-844-854-7272](tel:1-844-854-7272)
- L.A. Care Medicare Plus 1-833-LAC-DSNP ([1-833-522-3767](tel:1-833-522-3767)) (TTY: 711)

Prescriptions

L.A. Care will help members refill prescriptions at in-network or out-of-network pharmacies without prior authorization if their medications were lost in the fire, left behind during an evacuation, or their regular pharmacy is shut down due to the emergency. Members can also obtain new prescriptions at out-of-network pharmacies. These prescriptions will be at normal in-network cost-sharing.

Mental health

Contact L.A. Care and Carelon Behavioral Health crisis support line at: 800-580-6934.

UnitedHealthcare Disaster relief information [here](#).

Find care and get your medications

If you need help seeing a health care provider right now, you have options. You can use the UnitedHealthcare mobile app or our website to [find a network provider](#) or to schedule a [Virtual Visit](#).¹ If you need early refills for your prescriptions call customer care at the number on your member ID card and tell the UHC representative that you've been affected by a disaster.

Mental Health

A free emotional support hotline is available during this time of need at [866-447-3573](tel:866-447-3573), Monday through Friday, 8 a.m. to 8 p.m. Central Time.

Emotional support resources and information are also available online at www.liveandworkwell.com.

Warner Pacific [Carrier responses to CA Wildfires](#) This page lists Warner Pacific's carrier partners' resources for medical, dental, vision and other lines of coverage.

Diabetes Resources

"You're Just My Type" is assisting with Type 1 diabetes supplies and resources. Contact them on their [website](#), [Facebook](#) or [Instagram](#).

Federal

FEMA assistance for individuals

- Online at DisasterAssistance.gov
- On the [FEMA app](#) for mobile devices
- Call the helpline at 1-800-621-3362 from 4am – 10pm (PST). Help is available in most languages.

FEMA assistance for small businesses

The federal [Small Business Administration](#).
[Disaster Recovery Center Locator](#)

DisasterAssistance.gov

[Your official documents](#) – this site helps you recover or replace items such as social security card, birth certificate, green cards, tax returns, etc.

Ready.gov

[Recovering from disaster](#)

California

California Office of Emergency Services (CalOES).

- Go to [2025 Los Angeles Fires | CA.gov](#) for wildfire tips and latest information.
- Real-time list of [open shelters](#).

California department of Insurance [wildfire resources](#). These are mostly related to Property & Casualty (P&C) issues such as homeowner policy claims.

[Santa Monica workshop](#)

[Pasadena workshop](#)

L.A. County

[LA County Emergency Response and Recovery Page](#)

Your Finances

Consumer Financial Protection Bureau: [Dealing with disasters and emergencies |](#)

[Consumer Financial Protection Bureau](#)

<https://www.mymoney.gov/Hurricane>

Red Cross [Recovering financially](#)

FDIC <https://www.fdic.gov/news/disaster>

IRS <https://www.irs.gov/businesses/small-businesses-self-employed/disaster-assistance-and-emergency-relief-for-individuals-and-businesses>

Operation Hope <https://operationhope.org/programs/financial-disaster-recovery/>