

Help for Members Impacted by Social Unrest in Los Angeles County

Members in Los Angeles County may face disruptions to their access to care as a result of social unrest. We're taking immediate action to provide additional support to help you receive care. These changes are effective from May 30, 2020, to June 29, 2020, and apply to members who live in Los Angeles County.

Access to immediate care: You can receive emergency or urgent care from any doctor or hospital in or out of your plan's network. We will pay the claims as if the doctor or hospital were in your plan's network.

Find care: If your doctor's office or health-care facility is closed because of the social unrest, or if you cannot travel there, call us at 1-833-285-4030 for help with finding another doctor or facility.

Care Management: If you are in a Care Management program and need to reach them, call 1-833-285-4030.

Refill prescriptions: If your plan covers your prescription medications, you can receive up to a 30-day emergency refill at any pharmacy in or out of your plan's network. If you use mail order and your address has changed, please call us at 1-833-285-4030 to ensure delivery to the right location.

Replacing medical equipment: We will help you replace your lost or damaged medical equipment (also called durable medical equipment or DME). Call us at 1-833-285-4030 for help.

Requesting pre-approvals or referrals: You have more time to request pre-approvals or referrals. Please call 1-833-285-4030 if you need an extension.

Filing claims: You and your doctors have more time to file claims. Call us at 1-833-285-4030 if you have questions about filing a claim or need an extension.

Seeking additional support: Anthem's Employee Assistance Program (EAP) can help you with stressful situations and financial or legal concerns at no cost to you. Please call the EAP crisis line at 1-877-208-8240. It's open 24 hours a day, seven days a week.

If you receive a bill directly from Anthem for your monthly insurance premium and you're experiencing financial difficulties because of the disaster, please call us to discuss options.

These changes are in effect from May 30, 2020 through June 29, 2020 for impacted members in Los Angeles County. This time period may change based on the conditions in Los Angeles County. Please check back for updates.

These changes are for members with Anthem group health plans through their employers, Anthem individual and family plans and Medicaid managed care plans. These changes are not for Federal Employee Health Benefit Plan, Medi-Cal, Medicare Advantage, or Medicare Part D plans. Those plans have their own guidelines.

We stand with you during this troubling time. If you have questions or would like more information, please call us at 1-877-208-8240.