

**Healthcare Assistance For California Fire Victims**  
*Napa and Sonoma Counties*

*For more detailed information and legal advice regarding health access, contact Bay Area Legal Aid's Health Consumer Center (HCC): 855-693-7285, Monday - Friday, 9 am to 5 pm*

**Need Medical Services?**

Emergency Care: You cannot be refused care at a hospital if you have an *emergency medical condition* even if you don't have health insurance or proof of health insurance.

Non-Emergency Care:

- **If you have health insurance** but do not know what your health plan covers, contact your health plan and ask them for your Evidence of Coverage to review your plan benefits.
- **If you do not have insurance** you can apply for Medi-Cal or a qualified health plan through Covered California

Applying for Medi-Cal: Medi-Cal's Hospital Presumptive Eligibility (HPE) Program gives eligible individuals **immediate** access to temporary, free Medi-Cal while waiting for permanent Medi-Cal approval. You can apply at any hospital that is a qualified HPE provider.

Three easy ways to apply:

1. **ONLINE:** This is the fastest way to apply - <https://www.c4yourself.com>
2. **BY MAIL:** Call the county for an application or apply via telephone at –
  - a. Napa: (707) 253-4511 or (800) 464-4214
  - b. Sonoma (877) 699-6868
3. **IN PERSON:**
  - a. Napa: 2751 Napa Valley Corporate Drive in Building A in, Napa or 4381 Broadway, Suite 101, American Canyon
  - b. Sonoma: 5350 Old Redwood Highway #100, Petaluma or 520 Mendocino Avenue, Santa Rosa

Replacing health insurance cards: Contact your health plan to request a new card and ask for it to be expedited if possible. Medi-Cal beneficiaries should contact their county's Social Services Agency. If you have Medi-Cal through Supplemental Security Income (SSI), you may need to contact the Department of Health Care Services (DHCS).

Contact Information for Medi-Cal Recipients:

- **Partnership HealthPlan of California (PHC)** Members should call (800) 863-4155, TTY: (800) 735-2929, or 711, Monday – Friday 8 a.m. – 5 p.m.  
\*\*\*Call PHC's 24-Hour Advice Nurse line at (866) 778-8873 if you need to speak to a nurse and are unable to reach your doctor.
- **Kaiser Members:** Kaiser in Santa Rosa has been evacuated and patients have been moved to Kaiser San Rafael. Kaiser members should call **(800) 464-4000** for information about receiving care.

## Need Prescriptions Filled?

If your prescriptions have been lost or need to be replaced due to excessive heat, contact your doctor immediately to request a new prescription. You should also contact local disaster relief services, such as the American Red Cross, for assistance with medications needs. Red Cross: 866-438-4636.

Which Pharmacy Should I Use? You can use almost ANY pharmacy, even if you are not currently in your county of residence to fill your prescription, including chains such as CVS, Wal-Mart, Rite Aid, Walgreens, etc., as long as they accept your health insurance. For a list of open pharmacies, go to <https://www.healthcareready.org/rxopen>.

## Have Medical Bills?

Financial Assistance: If you get medical care at a hospital, but are underinsured or do not have any insurance, you may be eligible for their “Charity Care” program. If you qualify, the hospital may *discount or waive the bill*. Each program has different rules and deadlines, so you should contact the hospital’s billing department soon after you get a bill.

Disputing A Medical Bill: If you think a medical bill is wrong, contact the healthcare provider and your insurance company to dispute it. If the bill goes unpaid, it may be reported to the credit reporting agencies and there is a four year statute of limitations for healthcare providers/debt collectors to sue for payment. Contact the HCC if you have a medical bill and/or have been sent to collections.

FEMA Financial Assistance For Medical and Dental Expenses: Visit <https://www.disasterassistance.gov/> to learn more about financial assistance.

## Traveling Out of State?

Out-of-State medical services for Medi-Cal beneficiaries: Medi-Cal beneficiaries who are temporarily outside of California, but still in the U.S., can get medical care. Prior authorization is required for all out-of-state services unless it's emergency care services or the health of the person would be endangered if medical care is postponed until returning to California. Note: Medi-Cal beneficiaries can stay on CA Medi-Cal if they leave the state for a "temporary" absence (generally 60 days or less). Please contact the HCC if you intend to stay longer.

## Resident In A Nursing Home?

Federal regulations require nursing homes to have emergency preparedness plans in place to help residents during a disaster. The facility must have procedures in place to safely evacuate residents, as well as plans for continuing care for residents who remain in place. The facility has to provide residents with food, water, medical supplies, medication, emergency lighting, alarm systems, and maintain safe temperature for residents and medications that need storing.

## Links to Additional Resources

- **Information for Sonoma/Napa Partnership members:**  
<http://www.partnershiphp.org/About/Documents/NorthBayFires.pdf>
- **Fire Relief List of Resources from State Board of Equalization:**  
[https://www.boe.ca.gov/ma/pdf/Fire\\_relief\\_list.pdf](https://www.boe.ca.gov/ma/pdf/Fire_relief_list.pdf)
- **Open Clinics in Sonoma County** <http://sonomacounty.ca.gov/Public-Safety/News/Sonoma-County-Clinics>
- **Bay Area Legal Aid:** <https://baylegal.org/>