

# Disaster or Local Emergency Coverage

## GETTING CARE DURING A DISASTER

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A disaster can be declared in several ways:

- The President has declared it an emergency or disaster.
- The Secretary of the Department of Health and Human Services (DHHS) has declared a public health emergency.
- A governor has declared it an emergency or disaster.
- A county or city government has declared it an emergency or disaster.

If you are impacted during a declared disaster or emergency:

- You have the right to seek care from non-network providers or at non-network facilities.
- Your benefits will be covered.
- No prior authorizations will be required for your care.

## ENDING OF A DISASTER

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The declaration of the end of a disaster will occur through one of the following ways:

- The organization or authority that declared the public health emergency or state of disaster declares an end.
- The Centers for Medicare and Medicaid Services (CMS) declares an end to the public health emergency or state of disaster.
- If the disaster or emergency timeframe has not been closed 30 days from the initial declaration, and if the CMS has not indicated an end date, it will be considered the end of the disaster.

## CONTACT INFORMATION

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If you have any questions, please contact your health plan at:

- **Blue Shield of California Promise Health Plan**  
1-800-605-2556 (TTY 711)
- **CalOptima Health**  
1-888-587-8088 (TTY 711)
- **Health Net of California, Inc.**  
1-800-675-6110 (TTY 711)
- **L.A. Care Health Plan**  
1-888-839-9909 (TTY 711)
- **Molina Healthcare of California**  
1-888-665-4621 (TTY 711)

You can also:

- Request assistance from **AltaMed Health Network, Inc.** by visiting [Contact Us](#) and Submit and Inquiry.