



Special Accommodations for California Providers in Ventura and Los Angeles Counties:

Health Advocate has taken steps to ensure that providers who were displaced by the southern California wildfires have specific flexibilities available, in accordance with the California Department of Managed Health Care (DMHC) All Plan Letter (AP 25-005). This guidance requires plans to:

1. Extend the duration of existing prior authorizations by 180 calendar days so providers can focus on providing care to enrollees rather than having to re-request prior authorization for previously authorized services.
2. Extend the minimum timeframes for contracted and non-contracted providers to submit claims under California Code of Regulations, title 28, section 1300.71(b). Plans shall extend these time frames for both contracted and noncontracted providers to at least 365 days from the date of services.
3. If a plan believes it overpaid a provider, extend the minimum time for the provider to dispute the overpayment from 30 working days to 180 calendar days.
4. For a period of at least 6 months from the date of this APL, allow displaced providers to deliver care from appropriate alternative settings, such as mobile clinics or temporary locations.
5. Create this wildfire resource web page for providers to easily access information without needing to first log into the health plan's provider portal.

Please reach out to our Affiliate Provider Support team for questions or additional assistance:

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